

# **SURVEY OF VETERANS' SATISFACTION WITH THE VA COMPENSATION AND PENSION CLAIMS PROCESS:**

## **2000 Summary Report**

**National, Service Delivery Network (SDN), and  
Regional Office (RO) Results and Performance Trends**



**Surveys and Research Staff  
Data Management Office  
Veterans Benefits Administration  
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# *Executive Summary*

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- Nationally, 55.7 percent of all surveyed veterans were very or somewhat satisfied with the way their claims were handled. This *did not differ significantly* from the previous year's performance of 56.5 percent or the percent satisfied in 1998 (56.7 percent). It is significantly lower than the percent satisfied in 1997 (57.7 percent).

- The following item was identified as an area of importance to satisfaction with claim handling on which VA is performing well (more than 70 percent of veterans indicated satisfaction):

**Claims process reflected the courtesy, compassion, and respect due to a U.S. veteran.**

- The following items were identified as areas of importance to satisfaction with claim handling on which VA could be performing better (less than 70 percent of veterans indicated satisfaction):

**Got all or most of needed information from VA's written reply to their letter.**

**Amount of time to claim decision was very or somewhat reasonable.**

**VA's evaluation of the claim was very or somewhat fair.**

**Satisfied with VA's decision regarding the claim.**

**VA employees were very or generally helpful.**

**VA fully addressed all questions, concerns, and complaints.**

**VA treated respondent as an individual, not just a claim to be processed.**

- These five areas were identified as having the greatest influence on whether or not a veteran will be satisfied with the handling of a claim. VA should focus on improving and/or maintaining customer satisfaction in these areas in order to ensure veteran satisfaction with claim handling:

**VA's evaluation of the claim was very or somewhat fair.**

**VA fully addressed all questions, concerns, and complaints.**

**Current status of claim (whether granted or denied).**

**Amount of time to claim decision was very or somewhat reasonable.**

**VA kept veterans informed of the status of their claim.**

NOTE: The words veterans, customers, claimants, and respondents are used interchangeably throughout the report and represent all possible respondents: veterans, their spouses, widows/widowers, children, custodians of the aforementioned, and other valid respondents.

# Executive Summary

- VA's **performance increased** on these customer service items between 1999 and 2000. A summary of 1999 and 2000 national performance on each of the items follows below:

Question	1999	2000
Percent who were asked by VA to submit documents in support of claim	66.5	69.6
Average number of times a veteran contacted VA by phone	4.0	3.9
Percent who thought the location of their medical exam was very or somewhat convenient	62.3	63.6
Percent who said they had a VA person or team specifically assigned to their claim (of those who needed an assigned person or team)	50.6	53.4
Percent who received help with their claim from a Veterans Service Organization	37.5	38.4
Percent who said VA told them about other benefits for which they might be eligible	26.8	27.7

- VA's **performance decreased** on these customer service items between 1999 and 2000. A summary of 1999 and 2000 national performance on each of the items follows below:

Question	1999	2000
Percent who were notified by VA of the receipt of a claim application	84.6	83.4
Percent who were notified by VA about documents needed to support claim all at one time	62.8	61.6
Percent who thought it was very or somewhat easy to gather supporting documents themselves	50.1	48.7
Percent who thought VA's requests for documents were very or somewhat reasonable	70.1	68.0
Percent who were not asked to resubmit documents already submitted	69.3	67.9
Percent who did not try reaching VA by phone	47.8	46.6
Percent who thought it was very or somewhat easy to get through to VA by phone	52.6	50.1
Average amount of time veteran spent waiting to speak with VA on the phone (minutes)	5.5	5.8
Percent who thought VA employees were very or somewhat courteous over the phone	83.5	82.1
Percent who were able to get information about their claim over the phone (of those who needed info)	67.1	65.6
Percent who got all or most of what they needed to know through their phone contact with VA	48.8	46.0
Percent who did not visit a Federal VA office regarding their claim	73.2	72.4
Average amount of time a veteran spent waiting for VA to respond to mail correspondence (days)	31.5	32.6
Percent who received a written reply from VA to their letter	72.0	69.0
Percent who thought it was very or somewhat easy to understand VA's written reply	63.8	60.8
Percent who were notified by VA about a claim decision	91.3	90.5
Percent who said VA's letter clearly explained all of the reasons for the claim decision	79.7	78.6
Percent who said the appeal process was clearly explained	74.4	72.2
Percent who said VA employees were very or generally helpful	70.3	68.1
Percent who said the claims process reflected the courtesy, compassion, and respect due a US Veteran	70.9	69.5
Percent who did not have to contact VA more than once about same problem or question	55.8	54.7
Percent who said VA fully addressed all of their questions, concerns, and complaints	62.2	60.7

# *Introduction*

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This document presents the results of the 2000 *Survey of Veterans' Satisfaction With the VA Compensation and Pension Claims Process* for the nation, for each of the nine SDNs, and for each of the fifty-seven surveyed ROs on selected survey questions. Data are given for each year of the survey's administration, and results were significance-tested at the national, SDN, and RO levels for performance differences between the two most recent years, 1999 and 2000. *Since this is the fifth year the survey has been conducted, trends in customer satisfaction can be determined effectively.*

This information represents the outcome of a scientifically designed survey, using a random sample of persons whose claims were recently completed (granted or denied) as well as a smaller number of persons whose claims were still pending at the time of survey. These quantitative data represent valid measurements of various elements of customer satisfaction and, as such, are more reliable than qualitative sources of information such as comment cards or focus groups.

The Veterans Benefits Administration (VBA) has been committed to listening to veterans and responding with improved service delivery for some time. However, two events occurred in rapid succession which hastened the current climate of customer orientation. First, the Government Performance and Results Act (GPRA) was passed and signed into law in August of 1993. Through the strategic planning process, this Act calls for agencies to create performance measures, including measures of customer service. Second, President Clinton issued Executive Order 12862, *Setting Customer Service Standards*, in September 1993, aimed at "Ensuring that the Federal Government provides the highest quality of service possible to the American people." The Executive Order establishes an explicit goal for the quality of service that is "equal to the best in business."

Given the requirements above, survey results provide data used to monitor VBA's performance against customer service standards, drive regional office improvement in customer service, and provide the customers' views of organizational performance as required by GPRA. The data also provide much-needed customer measures for populating VBA's "balanced scorecard", evaluating VBA's ongoing business process reengineering (BPR), case management, Reader Focused Writing (RFW), and related initiatives.

# Methodology

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Data for the 2000 *Survey of Veterans' Satisfaction With the VA Compensation and Pension Claims Process* were collected from 57 ROs (excluding Manila, Philippines) between September and November 2000.

The survey sample for each RO was selected to provide a cross-section of veterans or their families who had recently gotten a decision on a claim or whose claims are still pending. The

following benefits ("end products") are represented in the sample:

- 010 Initial Disability Compensation Claim (8 or more issues)
- 020 Reopened Compensation Claim
- 110 Initial Disability Compensation Claim (less than 8 issues)
- 120 Reopened Pension Claim
- 130 Dependency Issue
- 140 Initial Claims for Service-connected Death Benefits
- 150 Income, Estate, or Election Issue
- 180 Initial Disability Pension Claim
- 190 Initial Survivors Pension Claim

These nine end products were selected on the basis of their relatively high contribution to the VA RO staff workload and because they were initiated by the claimant rather than VA. Samples were drawn to match as closely as possible the distribution of end products within each RO. The sampling method was also designed to have about one-third of the cases represent pending claims and two-thirds representing completed claims. An ongoing file of completed claims by date of completion was created for each end product for each regional office, starting from approximately February 1, 2000, to July 30, 2000. The existing Pending Issue File as of July 30, 2000, was used to select pending cases. The distribution of the sample by end product reflects the proportionate distribution (within the nine end product categories) of claims completed during the 12 months

prior to June 30, 2000, as reported in VBA's COIN DOOR Report (RCS#20-0207).

The sample files were run through a specialized computer program to exclude veterans with foreign addresses (e.g. APO, FPO), veterans who were in nursing homes, who were deemed incompetent, and who were diagnosed and rated with severe psychological disabilities. In addition, the completed file was matched against the Beneficiary Identification and Record Locator Subsystem (BIRLS) to exclude death cases. Addresses were also run through the National Change of Address (NCOA) system to detect undeliverable addresses prior to mailing.

The goal of this year's survey administration was to obtain 400 completed surveys for each regional office. Assuming a 60 percent response rate, approximately 700 potential respondents per RO were needed to reach this goal. Approximately 384 responses were needed to yield a margin of error of  $\pm 5$  percentage points, assuming a 95 percent confidence interval, at the RO level. National- and SDN-level statistics are more precise (have a smaller margin or error associated with them) than the RO-level statistics.

The overall response rate for the 2000 survey administration, considering all 57 surveyed regional offices, was approximately 62 percent (compared with 65 percent in 1996, 64 percent in 1997, 58 percent in 1998, and 62 percent in 1999). The average number of completed surveys within each regional office was 424, and the total number of cases, considering all surveyed regional offices, was about 24,184.

The *Survey of Veterans' Satisfaction With the VA Compensation and Pension Claims Process* is administered on an annual basis in order to measure veteran satisfaction at the national, SDN, and RO levels. The next administration is expected to begin in

August 2001, with data available in January 2002.

## *Note on Data Comparability Among the Years*

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National, SDN, and RO performance trends should be interpreted with care, as not all performance differences should be considered **true** differences. Statistically significant performance differences at the national and regional office levels have been highlighted throughout the report so as to distinguish them from the insignificant differences that are due to sampling variability. In addition, it will become clear to the reader that while some national performance differences between 1999 and 2000 are *statistically* significant, those differences may not necessarily be *realistically* significant. The large number of respondents included in national calculations caused, in some cases, differences as small as 0.5 percent to be deemed statistically significant. The reader must decide whether or not these small differences should, realistically, be cause for concern or celebration.

For changes made in previous survey administrations, please refer to the 1999 National Summary Report for details. Two new questions were added to the questionnaire for the 2000 administration of the *Survey of Veterans' Satisfaction With the VA Compensation and Pension Claims Process*. These questions were added to better address the new Case Management initiative:

1. In the Phone Contact section, a question was added asking if VA ever contacted the respondent by phone about their claim.
2. In the Overall Impressions section, a question was added that asks if the respondent feels that VA has treated them as an individual, not just a claim to be processed.



# Summary Statistics

Characteristic	Percent in Sample-1999	Percent in Sample-2000	Percent satisfied with handling of claim-1999	Percent satisfied with handling of claim-2000
Total	100.0	100.0	56.5	55.7
Gender				
Men	77.9	82.6	54.7	54.5
Women	22.1	17.4	62.8	61.3
Age				
18 to 24 years	1.8	1.3	61.5	62.6
25 to 34 years	5.1	4.8	54.1	50.2
35 to 44 years	11.9	11.2	51.8	51.6
45 to 54 years	29.6	29.0	54.7	53.1
55 to 64 years	15.4	15.5	56.8	<b>53.3</b>
65 to 74 years	19.0	18.2	57.5	58.2
75 years and older	17.1	20.0	61.6	62.5
Education Level				
Less than high school	11.1	10.6	63.2	64.0
Some high school	10.4	10.1	61.8	59.2
High school graduate or equivalent	27.4	26.7	57.8	58.2
Some college or technical school	34.1	34.0	53.0	51.6
College graduate or higher	17.0	18.7	54.6	53.9
Period of Service				
Before World War I	.1	.1	43.4	*
World War I	.2	.1	70.2	*
Between World War I and World War II	.7	.7	65.1	64.9
World War II	14.4	15.4	57.2	<b>60.4</b>
Between World War II and Korean Conflict	3.4	3.5	53.5	55.2
Korean Conflict	10.9	11.0	55.2	56.3
Between Korean Conflict and Vietnam Era	8.8	9.2	52.7	51.1
Vietnam Era	32.2	31.4	53.3	<b>51.6</b>
Between Vietnam Era and Gulf War Era	17.2	16.4	54.0	52.1
Gulf War Era	12.2	12.2	54.5	53.7

\* Category has less than twenty respondents

# Summary Statistics

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Characteristic	Percent in Sample-1999	Percent in Sample-2000	Percent satisfied with handling of claim-1999	Percent satisfied with handling of claim-2000
End Product (see page 2 for descriptions)				
010	2.3	2.4	53.6	55.3
020	33.8	32.9	44.6	43.0
110	8.9	10.3	49.8	48.2
120	7.5	7.0	58.6	59.0
130	21.7	21.1	66.9	66.2
140	2.4	2.4	63.7	63.8
150	16.6	16.4	65.9	65.5
180	3.2	3.4	69.7	69.1
190	3.5	3.9	61.8	64.8

## Explanation

- The chart on this and the previous page shows the demographic composition of the 1999 and 2000 survey respondents. It also shows, for each category of each demographic characteristic, the percent who were satisfied with the handling of their claim. Significant differences between 1999 and 2000 satisfaction levels are **bolded** and *italicized*.
- Overall, the demographic composition of the respondents in 2000 closely resembles the composition in 1999. This means that the results from the two surveys can be compared reliably without having to account for significant differences in the demographic composition between these two years, which could affect satisfaction levels.

## Significant findings

- Respondents who served in World War II reported being more satisfied with the handling of their claims in 2000 than they were in 1999 (60.4 percent satisfied in 2000 versus 57.2 percent in 1999).
- Respondents aged 55 to 64 and respondents who served during the Vietnam Era reported being less satisfied in 2000 than they were in 1999. Those in the 55 to 64 age group went from 56.8 percent satisfied in 1999 to 53.3 percent satisfied in 2000. Those who served during the Vietnam Era went from 53.3 percent satisfied in 1999 to 51.6 percent satisfied in 2000.

# *Satisfaction with Claim Handling*

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## Introduction to Quadrant Analysis

Quadrant analysis is a useful tool in determining which individual performance areas need improvement in order to raise the overall quality of service. The analysis involves determining the importance of individual performance areas (how meaningful an area is to the veteran) and VA's performance in each area. Generally, items with high importance but relatively low performance are those which deserve immediate attention.

Each of the thirty-eight variables represented in the Quadrant Analysis graph are plotted on the basis of:

- 1) **Importance:** a variable's correlation with the overall satisfaction with the handling of a claim, and
- 2) **Performance:** a variable's topbox percent (the percent of people who answered positively to the question).

Importance is measured by variable correlations with *overall satisfaction with the handling of a claim*.

These correlations determine the degree to which variables are related to overall satisfaction. Zero indicates no correlation, and 1 indicates perfect correlation. The closer a variable's correlation (Importance) is to 1, the stronger that variable's relationship is with the overall satisfaction with the handling of a claim. *Variables that have stronger correlations are considered to have higher importance.*

Performance is measured by the percentage of respondents who responded positively to a performance item. Topbox percents represent how well VA is performing within a given area (for example, the percent who received all or most of the information they needed from their contact with the VA Regional Office). *The higher the percent, the better VA is performing.*

The quadrant analysis is divided into four quadrants (sections) based on the following combinations of the plotted location of a variable:

**Quadrant I: Critical Improvement Areas (high importance, low performance)**

**Quadrant II: Maintain Relationship Building Variables (high importance, high performance)**

**Quadrant III: Lower Return on High Performance (low importance, high performance)**

**Quadrant IV: Lower Return on Investment (low importance, low performance)**

The horizontal line in the plot represents importance and is placed at .60, which indicates relatively high correlation. The vertical line represents performance and is placed at 70.0 percent. The quadrant lines can be moved up or down, left or right, to include more or fewer items in each quadrant. The plotted numbers within each section of the graph correspond with the performance items listed below. These numbers also refer to the question numbers used in the

questionnaire.

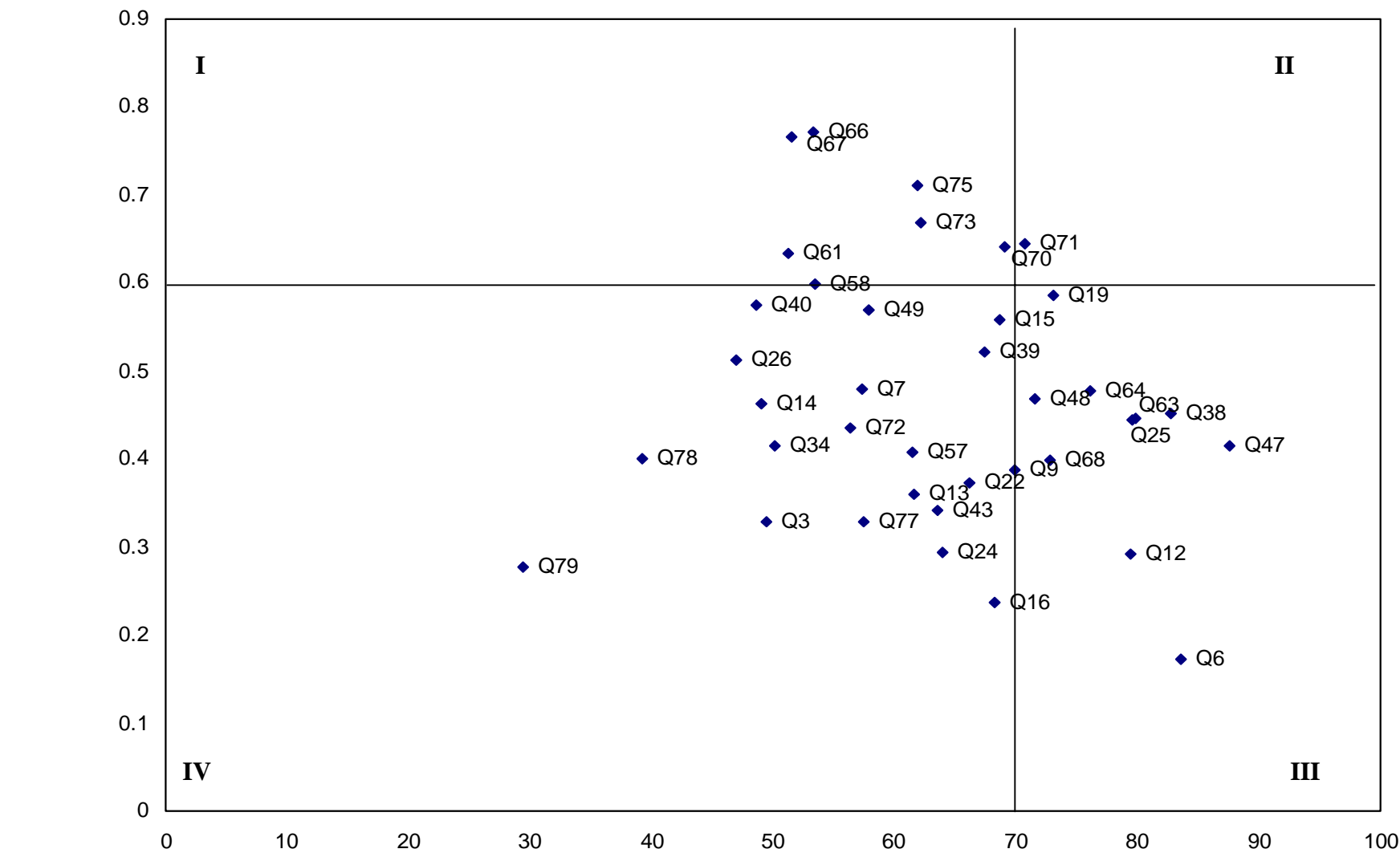
# Satisfaction with Claim Handling:

## Items in Quadrant Analysis

<p><b>Quadrant I</b> contains seven (7) items on which VA is not performing as well as it could be, but which significantly impacts veterans’ satisfaction with claim handling:</p> <p>Question 58    Got all or most of needed information from written correspondence with VA. Question 61    Amount of time to claim decision was very or somewhat reasonable. Question 66    VA’s evaluation of the claim was very or somewhat fair. Question 67    Satisfied with VA’s decision regarding the claim. Question 70    VA employees were very or generally helpful. Question 73    VA fully addressed all questions, concerns, and complaints. Question 75    VA treated you as an individual, not just a claim to be processed.</p>	<p><b>Quadrant II</b> contains one (1) item on which VA is performing well and which are important to overall satisfaction. VA should maintain current practices and resources for these items so that performance does not decline and negatively affect satisfaction.</p> <p>Question 71    Claims process reflected the courtesy, compassion, and respect due to a U.S. veteran.</p>
<p><b>Quadrant IV</b> contains twenty (20) items on which VA is not performing as well as it could, but which are also not considered to have as great an impact on overall satisfaction as other items. There is a lower return on investment in these items, but, given resources, improvement could be sought:</p> <p>Question 3    Claim application form was very or somewhat easy to fill out. Question 7    VA completely or mostly explained claim process steps. Question 9    VA gave a realistic estimate of the time to process your claim. Question 13    VA let you know what military or civilian records were needed from you all at one time. Question 14    Very or somewhat easy for you to obtain records to support your claim. Question 15    VA’s requests for records or other documents were very or somewhat reasonable. Question 16    VA did not ask you to re-submit any records or documents you had already given them. Question 22    Scheduled time for the medical exam was very or somewhat convenient. Question 24    Scheduled location of the medical exam was very or somewhat convenient. Question 26    VA kept you completely or mostly informed of the claim status. Question 34    Very or somewhat easy to get through to VA by phone. Question 39    VA employees were able to give you information about your particular claim over the phone. Question 40    Got all or most of needed information from telephone contact with VA. Question 43    Location of VA office was very or somewhat convenient. Question 49    Got all or most of needed information from in-person visit to VA office. Question 57    Very or somewhat easy to understand VA’s written reply to your letter(s). Question 72    Did not have to contact VA more than once about the same question or problem. Question 77    Self-knowledge of VA benefits is excellent, very good, or good. Question 78    VA kept you informed of the full-range of VA benefits and services available. Question 79    VA employees told you about other benefits for which you might be eligible.</p>	<p><b>Quadrant III</b> contains ten (10) items on which VA is performing well but which, while important to overall satisfaction, do not have as great an impact as other items:</p> <p>Question 6    VA notified veterans of receipt of claim application. Question 12    VA let you know what military or civilian records were needed from you to support your claim. Question 19    VA accessed claim information from other parts of VA, the military, or other government agencies much better than expected, better than expected, or just as expected. Question 25    Medical exam seemed appropriate for the claim. Question 38    VA employees were very or somewhat courteous on the phone. Question 47    VA employees were very or somewhat courteous during your in-person visit. Question 48    VA employees were able to give you information about your particular claim during your visit. Question 63    VA decision letter clearly explained all the reasons for the claim decision. Question 64    VA decision letter clearly explained the claim decision in a way you could understand. Question 68    Appeal process was clearly explained.</p>

# Satisfaction with Claim Handling

## Quadrant Analysis



# *Satisfaction with Claim Handling*

## **Predictors of Claim Handling Satisfaction (Logistic Regression)**

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Logistic regression is a statistical procedure used to predict the likelihood that an event will occur. The object is to use information from several predictor variables (or, independent variables) to determine which of those variables can correctly predict responses on a dependent variable, this means that by improving performance in certain individual service areas, there is a definite likelihood that we will increase a veteran's satisfaction with the overall process. The logistic regression model tells us which predictor variables relate with the dependent variable and which have the strongest influence.

The logistic regression model presented here used *satisfaction with the handling of a claim* as the dependent variable and considered individuals who had a *completed claim*. The responses to this variable were dichotomized into either *satisfied* (responses of very or somewhat satisfied) and *not satisfied* (responses of neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied).

Five (5) independent variables were used in this model:

- 1) How fair was VA's evaluation of your claim?
- 2) Did VA fully address all your questions, concerns, or complaints?
- 3) What is the current status of your claim?
- 4) How reasonable was the length of time it took VA to arrive at a decision about your claim?
- 5) How completely did VA keep you informed of the status of your claim?

These five variables were chosen for the model because they were *asked of all respondents who had a completed claim*. Taken together, these five variables represent essential steps of the claim process, from informing the veteran of a claim status, to being able to answer veterans' questions, to being able to make a decision on a claim in a fair and timely manner.

Variables in the logistic regression summary table on the next page are presented with their respective **odds ratio statistics** and are **listed in order of predictive strength**. Odds ratios estimate how much more likely an individual is to end up in the group we are trying to predict (satisfaction) than in the other group (dissatisfaction). For example, veterans who did not have any questions, concerns or complaints for VA were about 3 times more likely to be satisfied than veterans who had questions that VA could not fully address.

The logistic regression summary table also includes a **percent correctly classified as either satisfied or dissatisfied**. This percentage summarizes the "fit" between the actual and predicted classifications of satisfaction/dissatisfaction. The logistic regression procedure uses information from each of the predictor variables in a model and classifies individuals into one of the two target groups (satisfied or not satisfied). It then looks at how each individual was actually classified (how each respondent actually responded) and compares its prediction of a response with the actual response. The closer this percentage is to 100, the more accurate the model is in predicting satisfaction/dissatisfaction

# Satisfaction with Claim Handling

## Predictors of Claim Handling Satisfaction (Logistic Regression)

- In order to improve veterans' satisfaction with the handling of their claims, one would want to focus on these five issues, starting with the first (which had the greatest influence) and working through the last (which, taking into consideration the other four variables, had the smallest influence on satisfaction with claim handling).*
- Considering the effects of all five predictor variables, **fairness of the claim** evaluation was the strongest predictor of satisfaction with claim handling. Veterans who thought the evaluation of their claim was very or somewhat fair were almost 8 times more likely to be satisfied with the handling of their claims than veterans who did not think the evaluation was fair.
- Veterans who had their questions fully addressed by VA were over 6 times more likely to be satisfied with the handing of their claims than veterans who had questions that VA was not able to fully address.

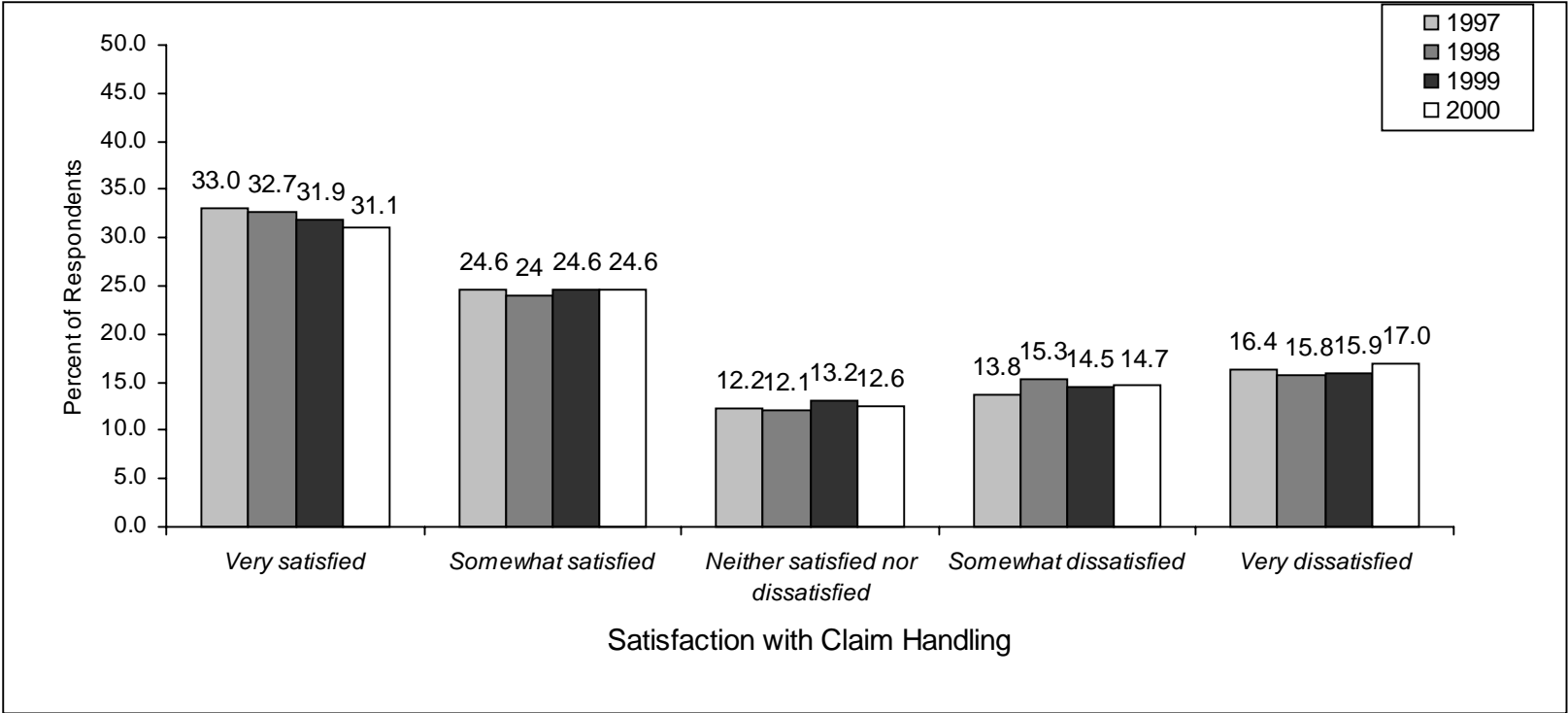
Predictor Variable	Odds Ratio
Claim evaluation was very or somewhat fair (compared with an unfair evaluation)	7.94
VA fully addressed all questions, concerns, and complaints (compared with having questions that VA was not able to fully address)	6.46
Claim was granted (compared with a claim that was denied)	3.49
Veteran had no questions, concerns, or complaints (compared with having questions that VA was not able to fully address)	3.15
Length of time it took VA to arrive at a decision about your claim was very or somewhat reasonable (compared with an unreasonable length of time)	3.04
VA completely or mostly kept you informed of the status of your claim (compared with having been kept informed of your claim status somewhat, only a little, or not at all)	2.48

**Percent correctly classified as either satisfied or dissatisfied: 85.8%**  
**Number of cases included in this analysis: 12,996**

- Respondents who had no questions for VA were also more likely to be satisfied (over 3 times more) than respondents who had questions that VA could not fully address.
- Veterans with granted claims were over 3 times more likely to be satisfied with the handling of their claims than veterans with denied claims, while those who received claim decisions in a timely manner were also 3 times more likely to be satisfied with the handling of their claims than those who experienced unreasonable lengths of time to receive their decision.

# National Performance Trends

Chart 1: Satisfaction with Claim Handling for 1997-2000

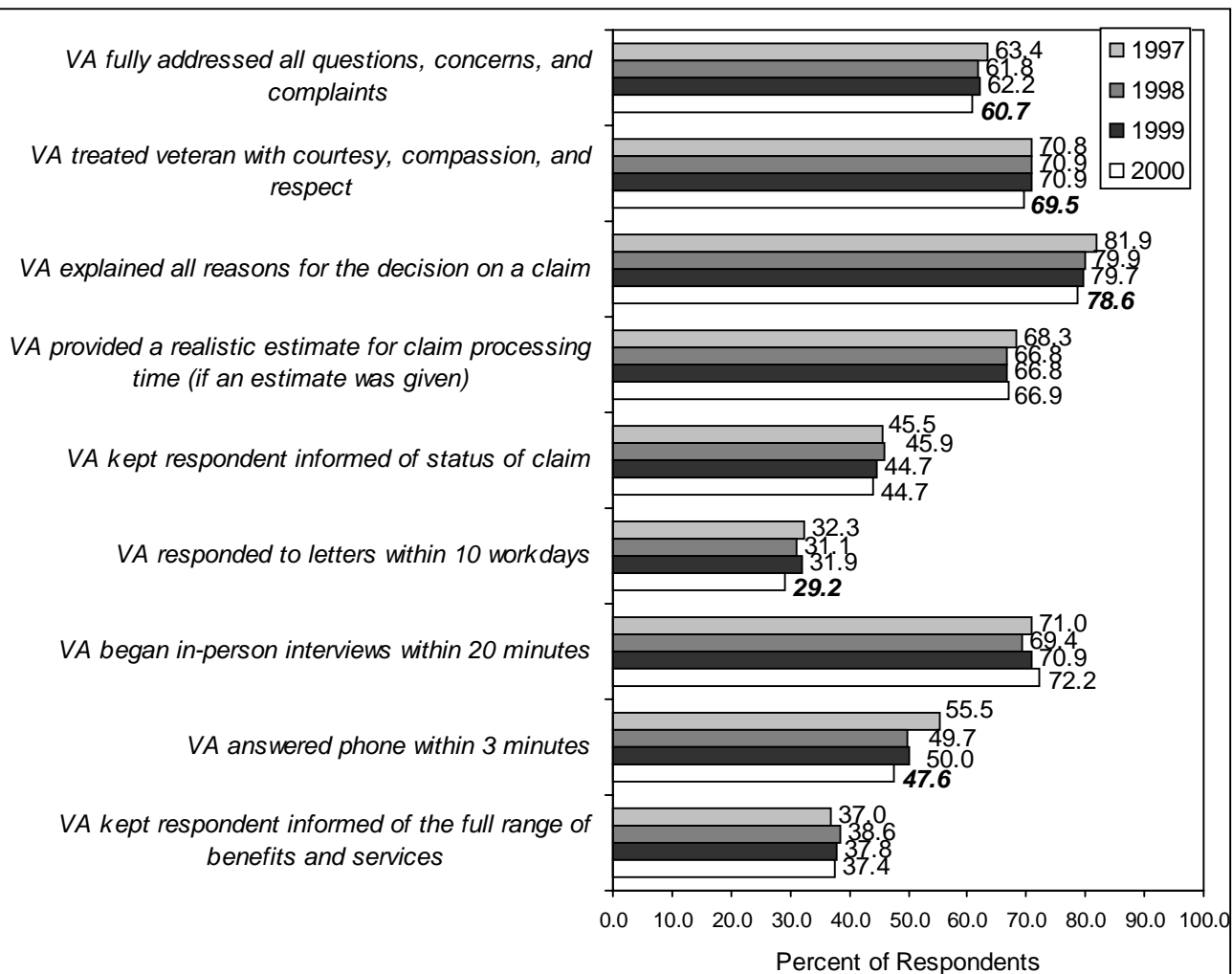


- The percent distribution for overall satisfaction with the handling of a claim has remained relatively constant in the past four years, although there has been a slight downward trend in the percent of respondents who report being very satisfied with the handling of their claim, from 33.0 in 1997 to 31.1 in 1999.
- Taking the top two categories together (very satisfied and somewhat satisfied), there is a significant difference in overall satisfaction between 1997 and all three of the following years. The topbox percents for each year are as follows: 57.7 in 1997, 56.7 in 1998, 56.5 in 1999, and 55.7 in 2000.



# National Performance Trends

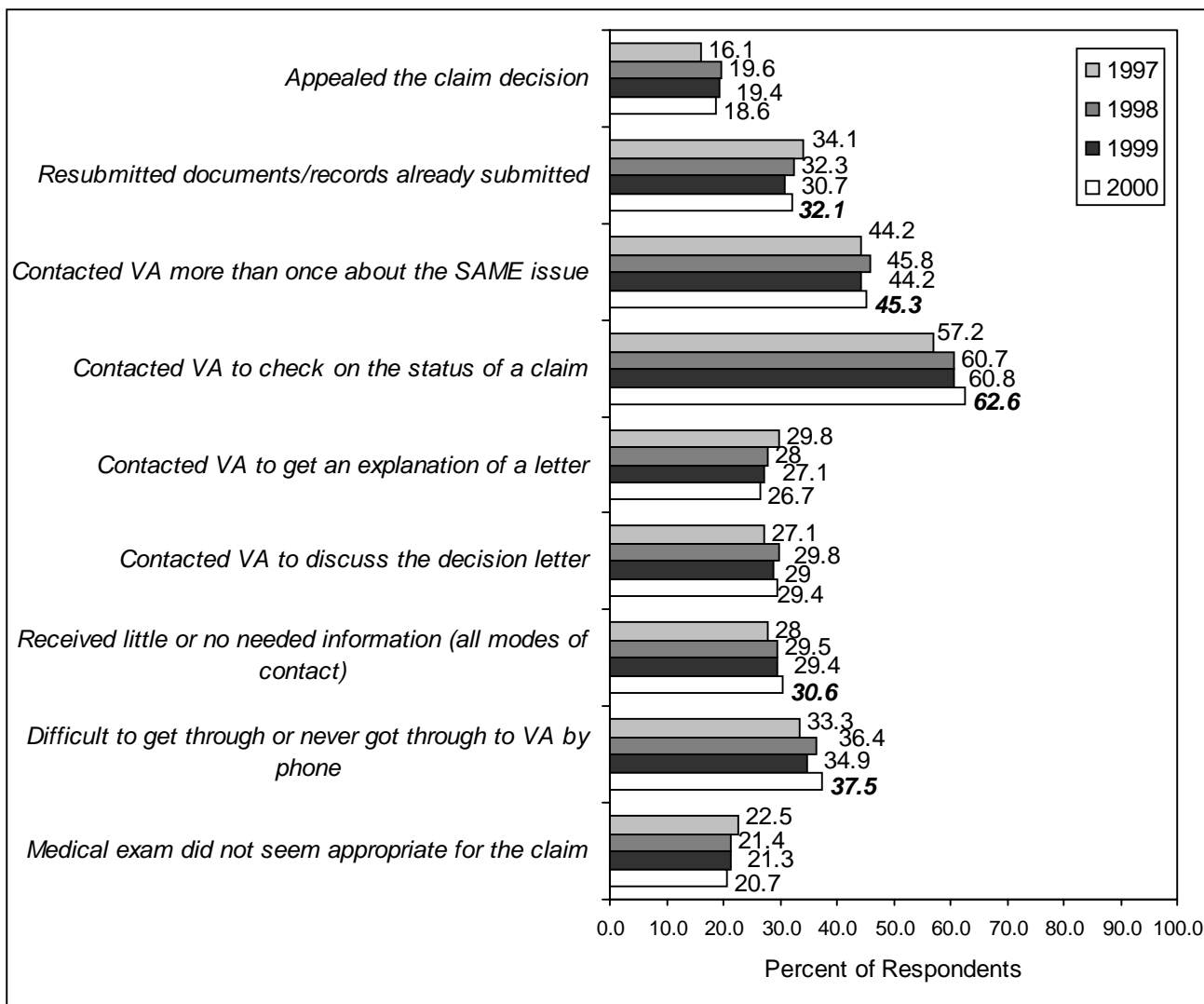
## Chart 2: Selected VBA Customer Service Standards, 1997-2000



- The percentage of respondents reporting that VA fully addressed all of their questions, concerns and complaints decreased significantly from 62.2 percent in 1999 to 60.7 percent in 2000.
- There was also a decrease in the percentage of respondents who felt they were treated with the courtesy, compassion, and respect due to a U.S. veteran, from 70.9 percent in 1999 to 69.5 percent in 2000.
- The percentage of respondents who said the VA explained all the reasons for the claim decision decreased from 79.7 percent in 1999 to 78.6 percent in 2000.
- Finally, the percentage of respondents who reported that VA answered their phone call within 3 minutes decreased from 50.0 percent in 1999 to 47.6 percent in 2000, and the percentage of respondents who received a response to their letter within 10 workdays decreased from 31.9 percent in 1999 to 29.2 percent in 2000.

# National Performance Trends

## Chart 3: Respondent Frustration, 1997-2000



- The percentage of respondents who claimed they had to resubmit documents to VA that they had already submitted grew from 1999 to 2000 (30.7 percent in 1999 versus 32.1 percent in 2000).

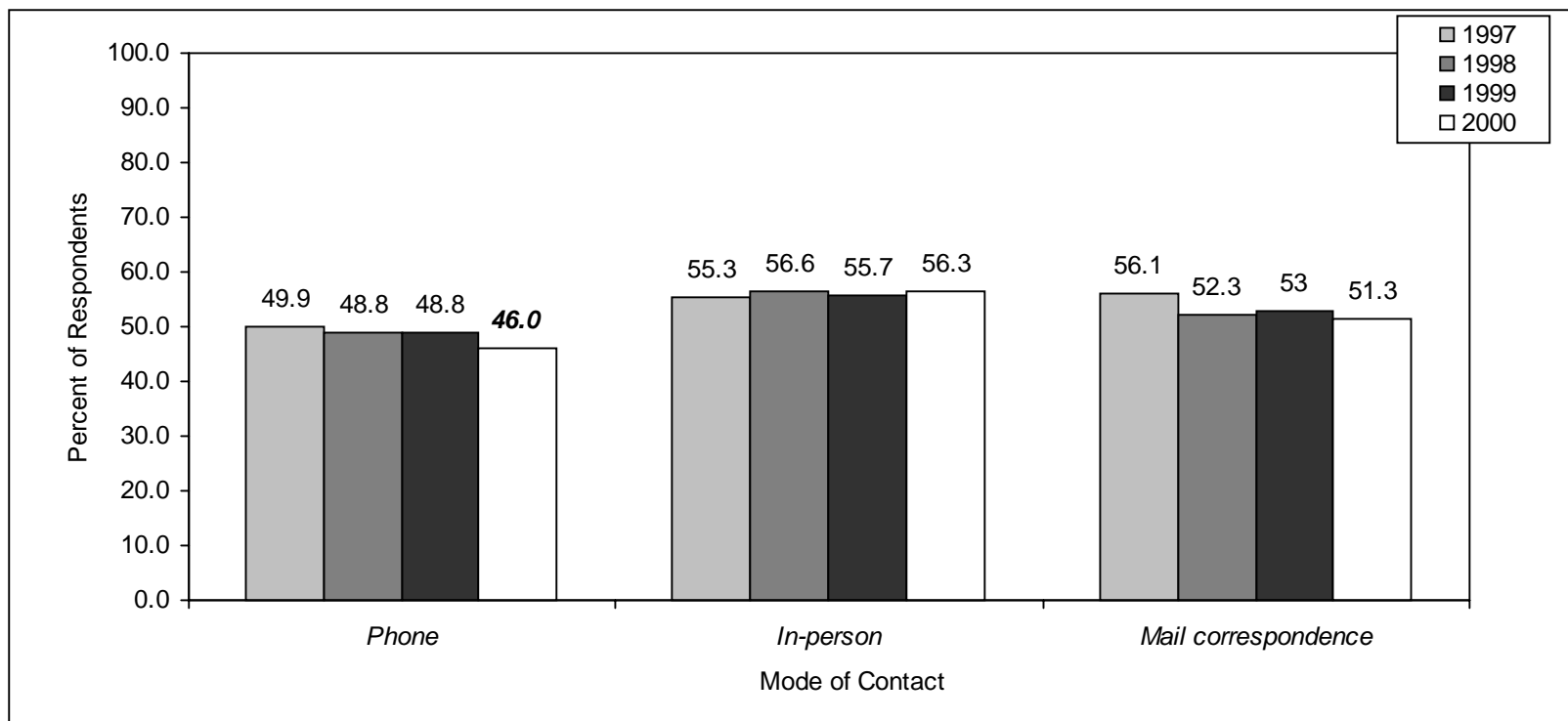
- The percentage of respondents who had to contact VA more than once about the same issue increased from 44.2 percent in 1999 to 45.3 percent in 2000, as well as the percentage who contacted VA to check the status of their claim, from 60.8 percent in 1999 to 62.6 percent in 2000.

- The percentage of respondents who reported that they received little or no needed information from any mode of contact with VA increased from 29.4 percent in 1999 to 30.6 percent in 2000.

- Finally, the percentage of respondents who reported that it was difficult to get through or that they never got through to VA by phone increased from 34.9 percent in 1999 to 37.5 percent in 2000, the highest percentage in the last four years.

# National Performance Trends

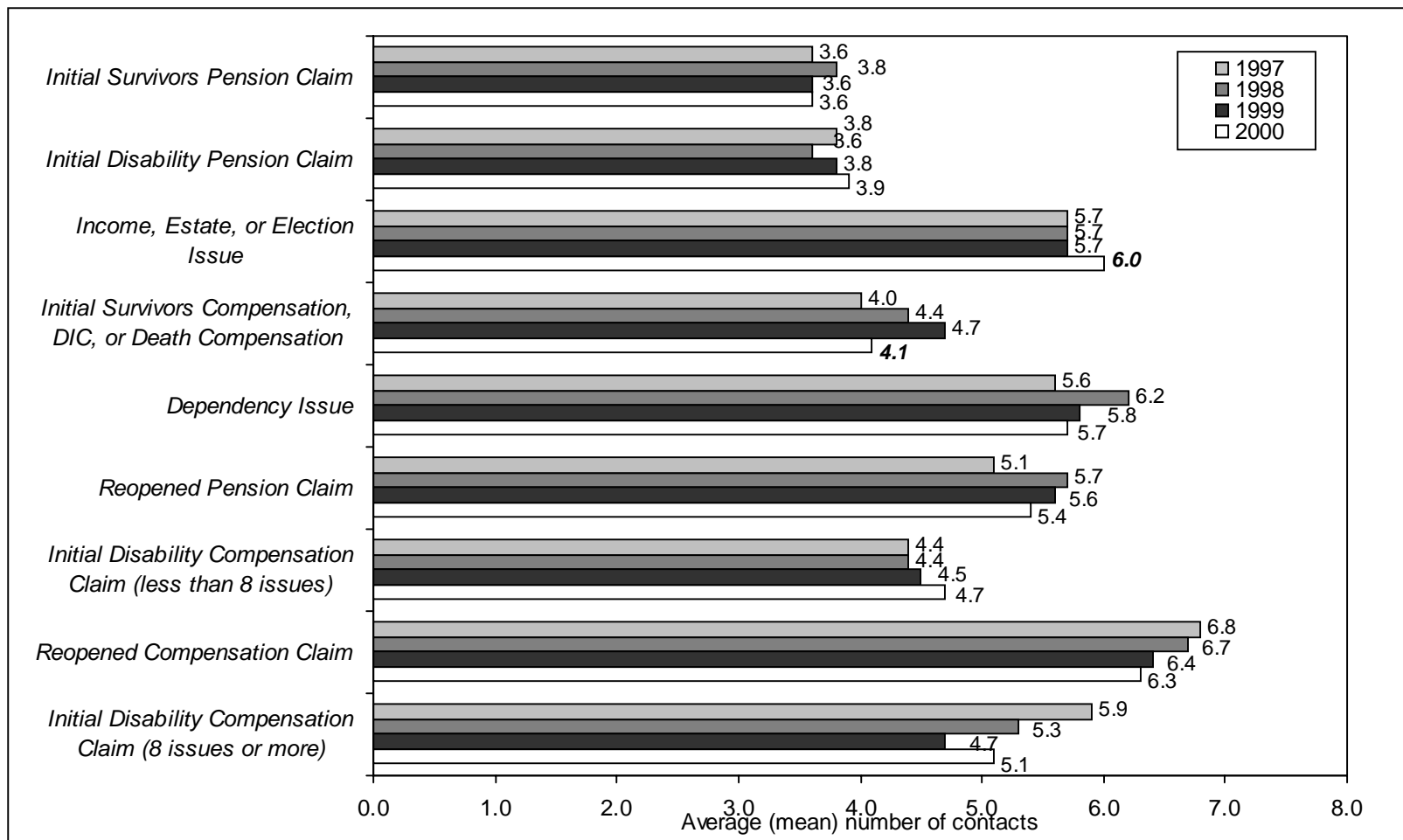
Chart 4: Percent of Respondents Who Received All or Most of the Information They Needed Through Their Contact With VA, 1997-2000



- Of all of the modes of contact, contact via telephone yielded the least amount of needed information. In 2000, only 46.0 percent of veterans who telephoned VA got all or most of the information they needed (compared with 56.3 percent who had in-person contact and 51.3 percent who had mail correspondence). The percentage of respondents receiving all or most of the information they needed over the phone also has decreased significantly from 48.8 percent in 1999.

# National Performance Trends

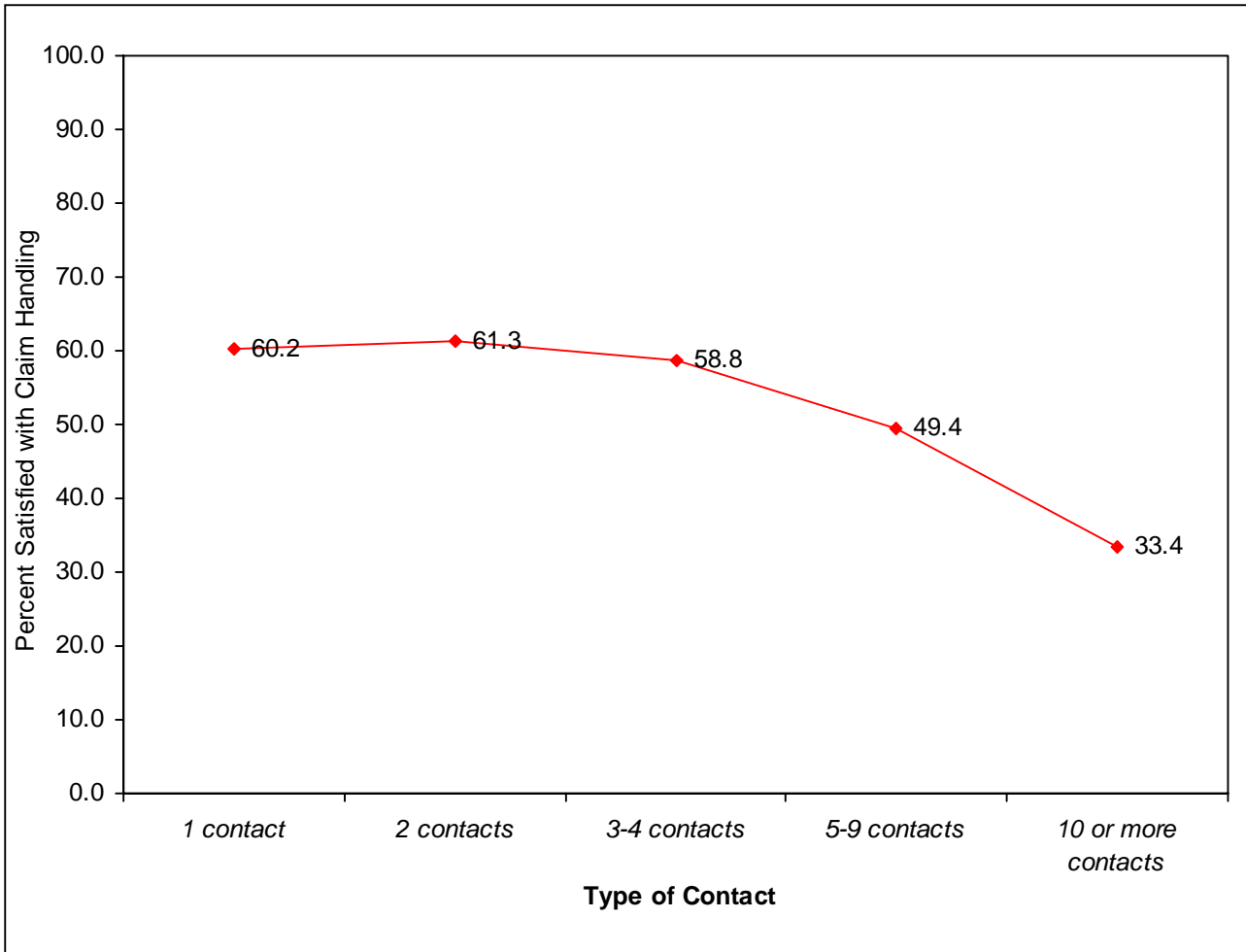
Chart 5: Average (Mean) Number of Contacts by End Product, 1997-2000



- Considering all modes of contact and all end products, veterans contacted VA an average of 6 times in 2000.
- Veterans who communicated with VA regarding an initial survivors compensation claim had less contacts with VA, on average, in 2000 compared with 1999 (4.1 in 2000 versus 4.7 in 1999). Veterans with income, estate or election issue claims had a slightly higher average number of contacts with VA in 2000 compared with 1999 (6.0 in 2000 versus 5.7 in 1999).

# *Influences on Overall Satisfaction*

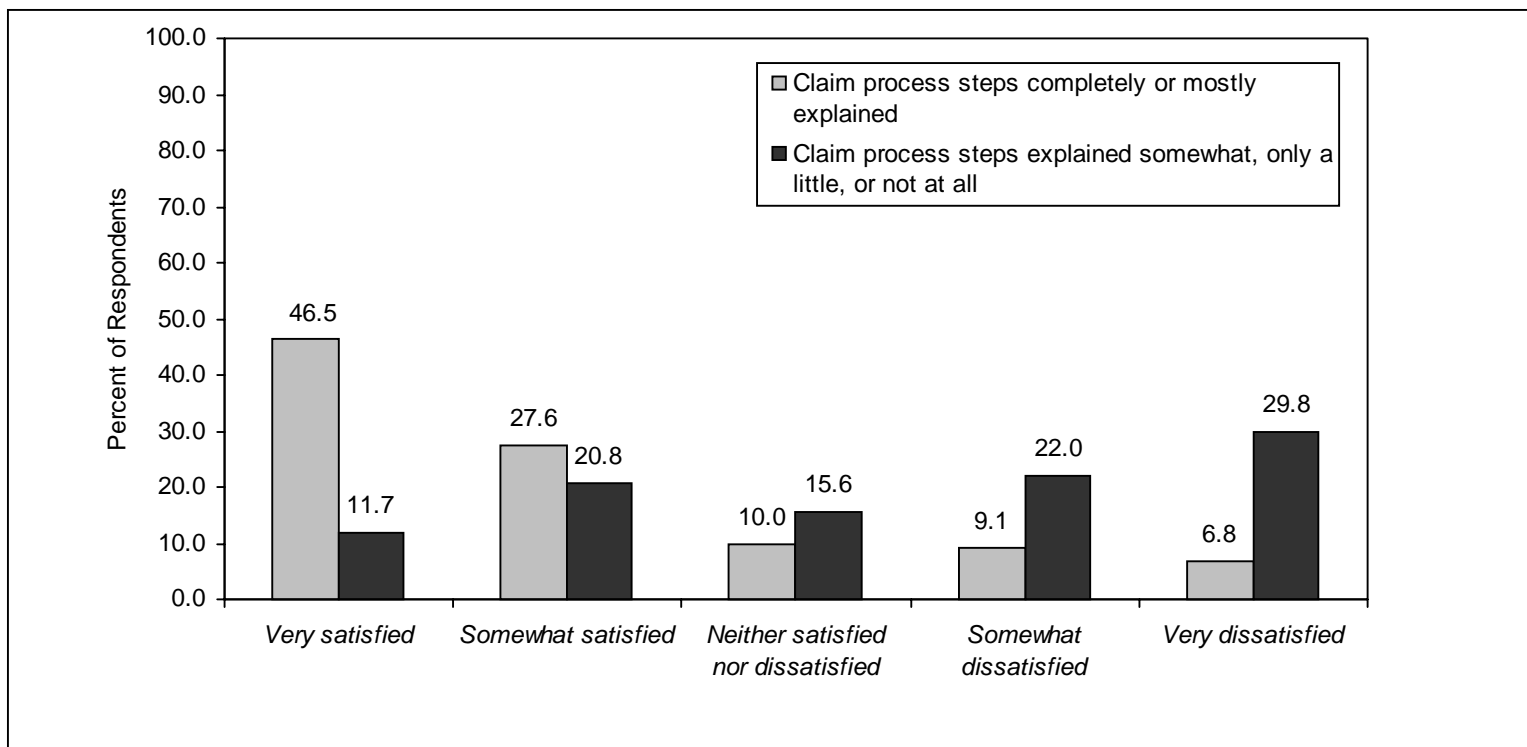
Chart 6: Effect of Number of Contacts on Veterans' Satisfaction With Claim Handling



- A clear relationship exists between the number of contacts veterans have with VA and veterans' satisfaction with the handling of their claims. As the number of contacts with VA increased, the percent of satisfied veterans decreased.
- The percent of veterans who were somewhat or very satisfied with the handling of their claims held steady around 60.0 percent for those who contacted VA once or twice. At the third and fourth contacts, though, the percent of satisfied veterans dropped to 58.8 percent and continued to decline as the number of contacts increased (down to only 33.4 percent satisfied for those who contacted VA more than 10 times).

# *Influences on Overall Satisfaction*

Chart 7: Overall Satisfaction With Claim Handling by Explanation of Claim Process Steps



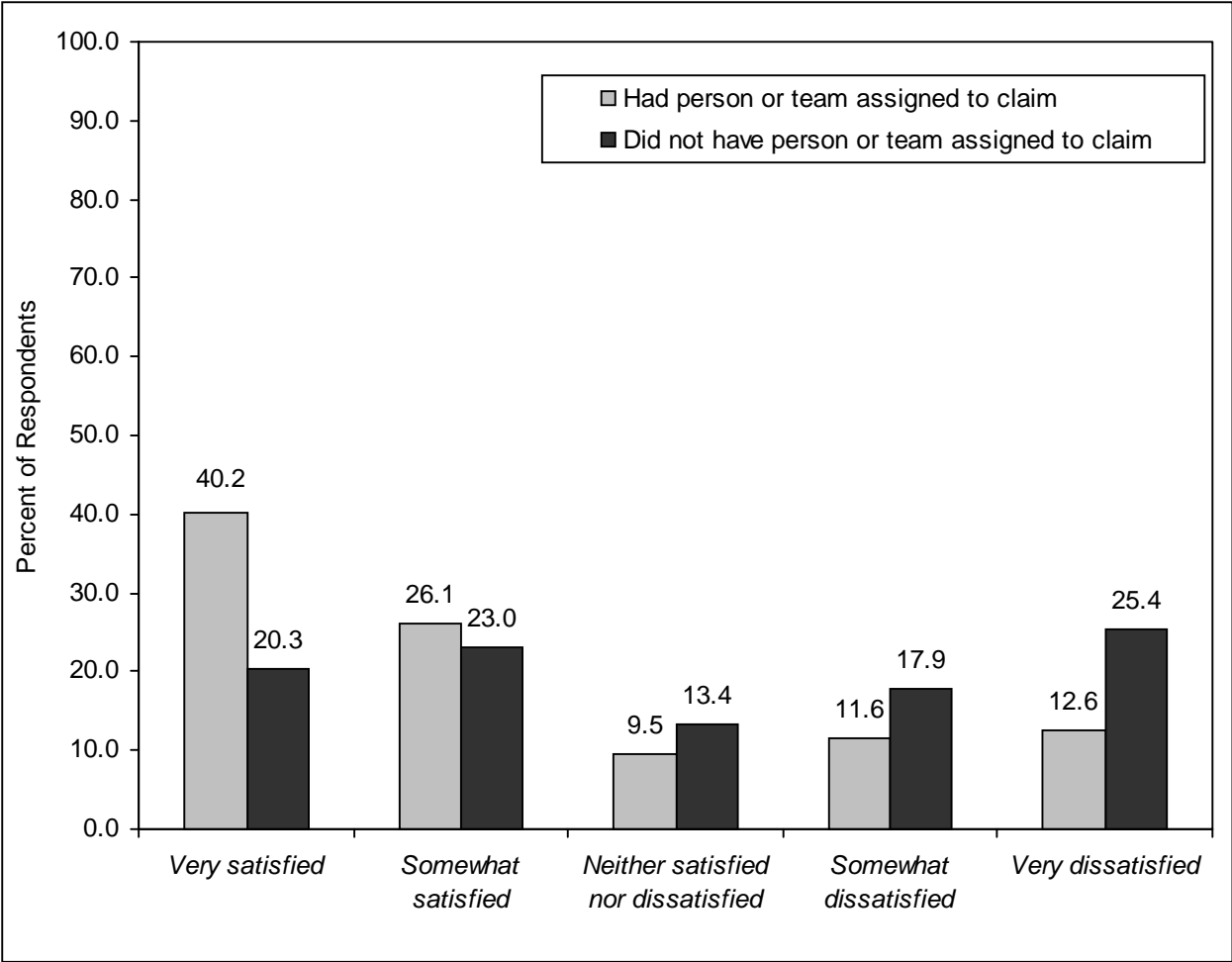
*“Provide a checklist and outline of what information [VA] might be looking for when filing a claim. This way a claim could be filed all at once vs. piecemeal.” \**

- Veterans who had the claims process steps completely or mostly explained to them were almost 4 times more likely to be very satisfied with the handling of their claims than veterans who felt the steps were explained somewhat, only a little, or not at all.

*\* Italicized quotes represent veteran comments taken from the write-in section of the questionnaires.*

# Influences on Overall Satisfaction

## Chart 8: Overall Satisfaction With Claim Handling by Whether or Not a VA Person or Team was Specifically Assigned to Claim

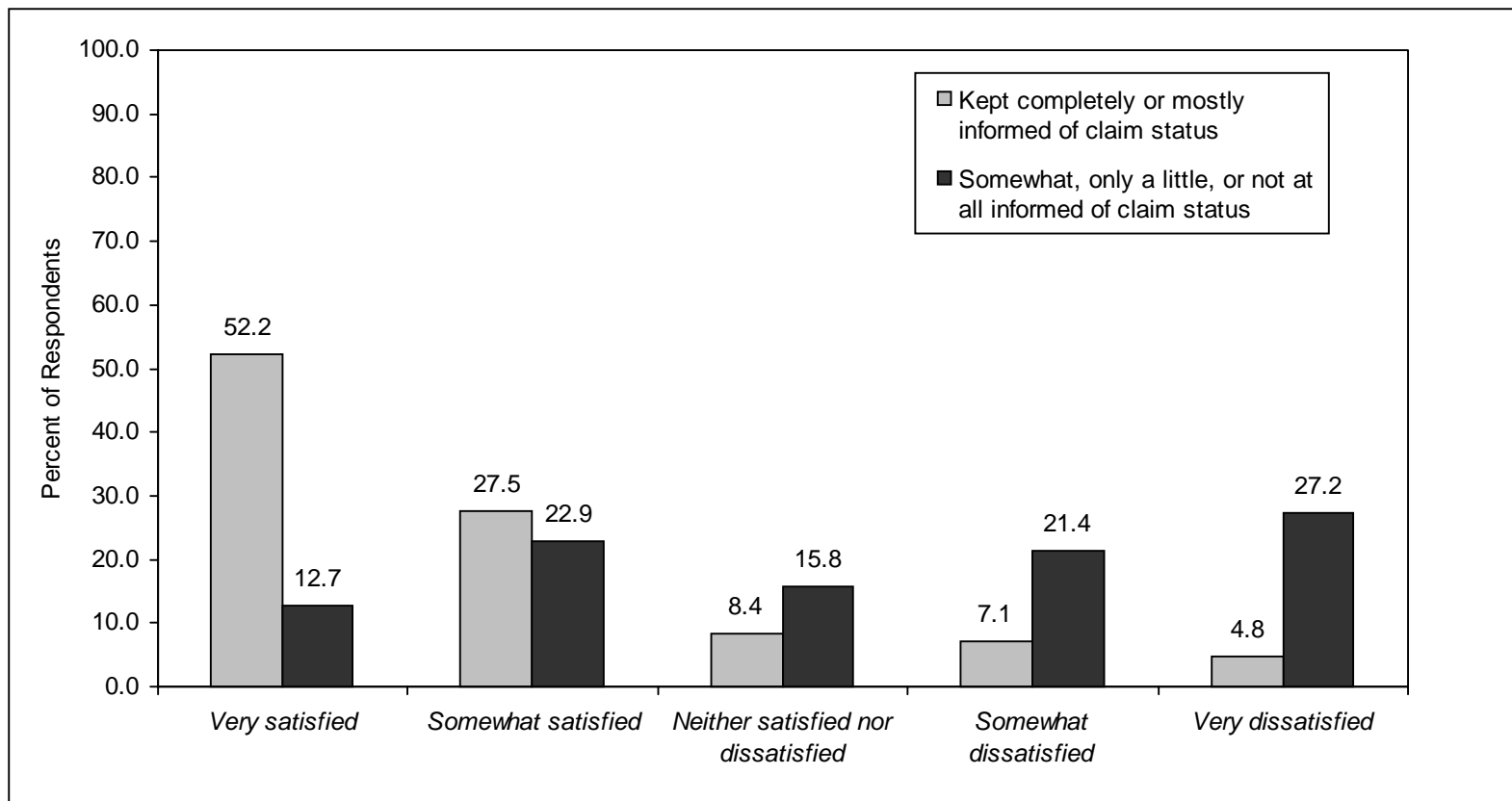


*“I feel the VA has come a long way in customer service but more needs to be done to make the vet and his/her family feel as if they belong and [are] not another claim number.”*

- Veterans who thought that they had a VA person or team specifically assigned to their claim were about twice as likely to be very satisfied with the handling of their claims than veterans who did not think there was anyone assigned to their claim (40.2 percent vs. 20.3 percent).
- Likewise, veterans were twice as likely to be very dissatisfied if they thought no one was assigned to their claim than if they thought there was a person or team assigned (25.4 percent vs. 12.6 percent).
- For those respondents who thought their claim was assigned to a person or team, 66.3 percent reported being very or somewhat satisfied with the handling of their claims.

# *Influences on Overall Satisfaction*

Chart 9: Overall Satisfaction with Claim Handling by Being Kept Informed of Claim Status

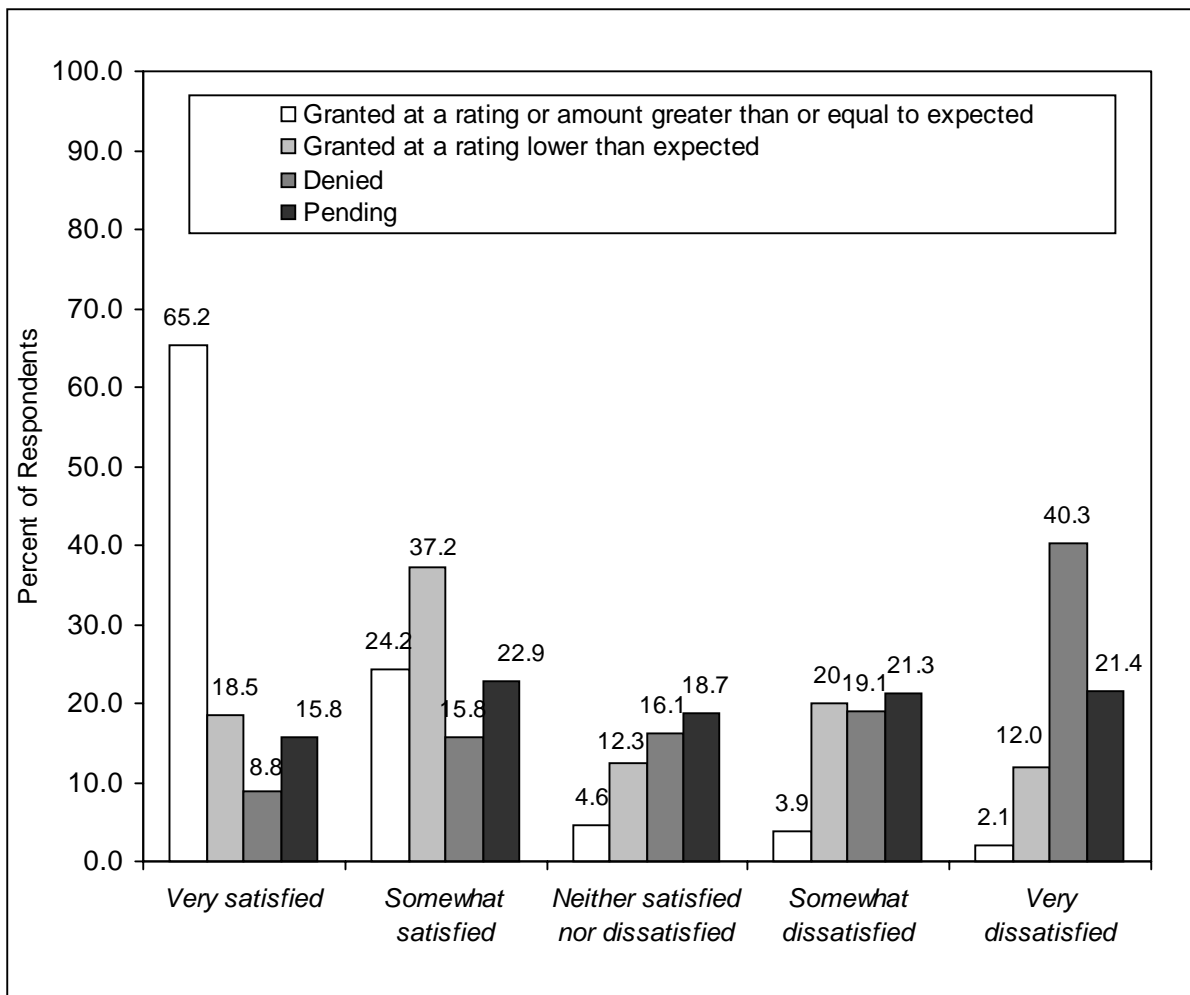


- Veterans who were kept adequately informed of the status of their claims were a little over 4 times more likely to be very satisfied with the handling of their claims than veterans who were not kept adequately informed of the status of their claims.
- Veterans who were not kept adequately informed of the status of their claims were almost 6 times more likely to be very dissatisfied with the handling of their claims than veterans who were kept adequately informed of the status of their claims.



# *Influences on Overall Satisfaction*

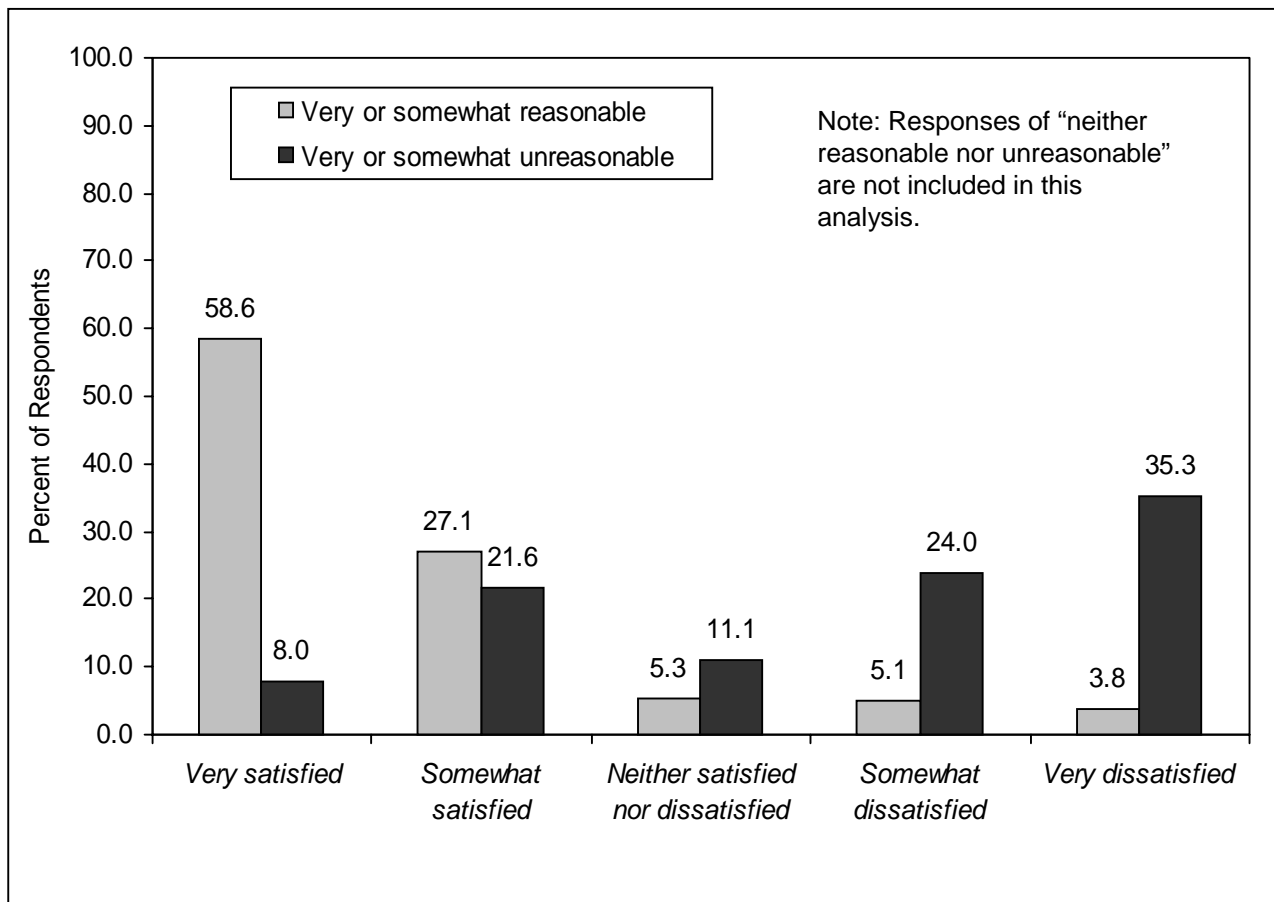
Chart 10: Satisfaction With Claim Handling by Status of Claim



- Veterans with claims granted at a rating greater than or equal to expected were the most likely group to be very satisfied with the handling of their claims (65.2 percent), while those whose claims were denied were the least likely to be very satisfied (8.8 percent).
- Respondents with denied claims were the most likely group to be very dissatisfied with the handling of their claims (40.3 percent).

# *Influences on Overall Satisfaction*

Chart 11: Satisfaction With Claim Handling by Reasonableness of Time to Claim Decision

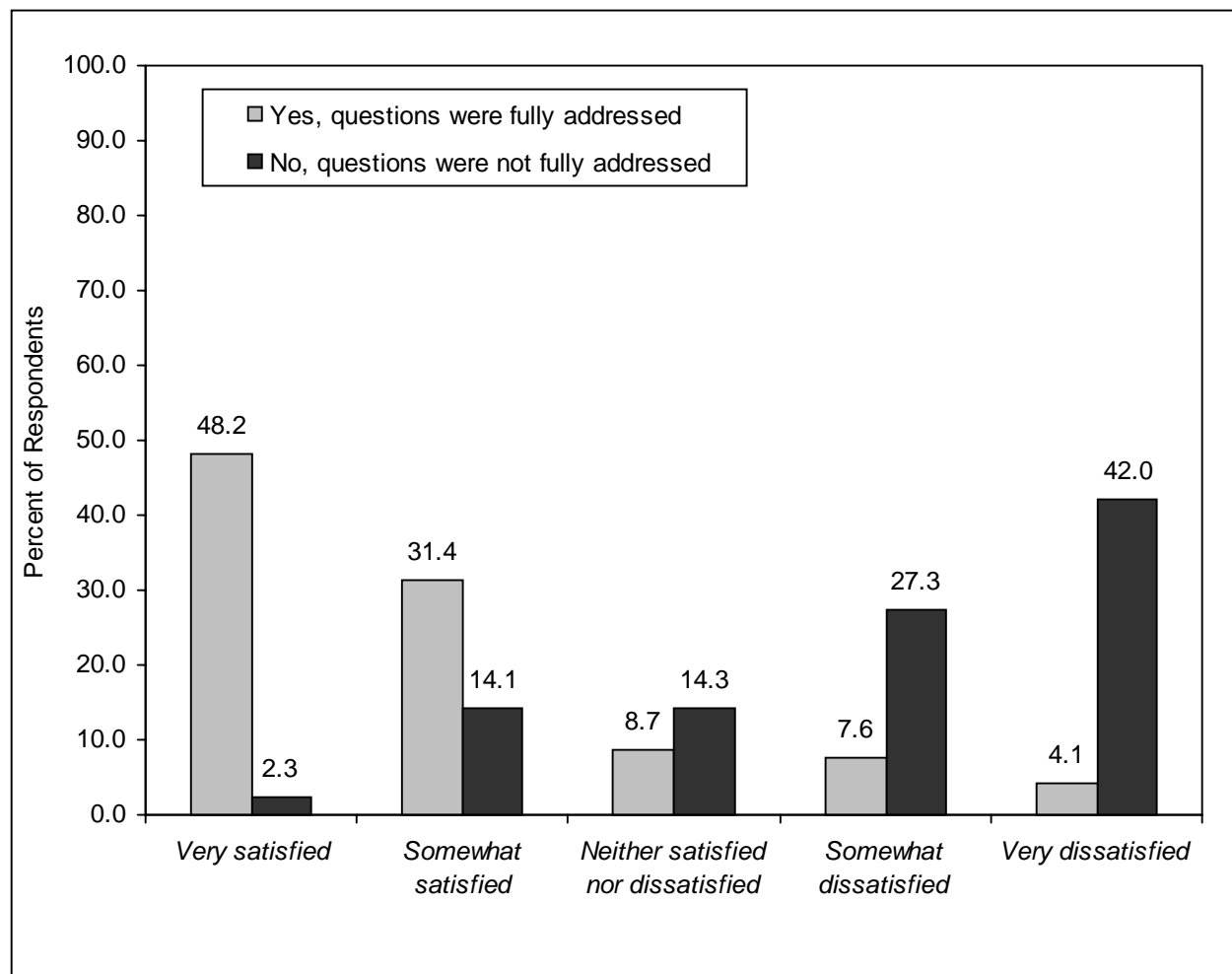


*"The process took way too long. It took well over a year and when you're dealing with somebody who has Alzheimer's Disease among many other things, it's a bit hard to have to deal with this situation for as long as we did."*

- Veterans who felt the amount of time it took to get a claim decision was reasonable were about 7 times more likely to be very satisfied with the handling of their claims than veterans who felt the amount of time to their claim decision was unreasonable.
- Veterans who felt the time taken to their claim decision was unreasonable were over 9 times more likely to be very dissatisfied with the handling of their claims than veterans who felt the time to their claim decision was reasonable.

# *Influences on Overall Satisfaction*

Chart 12: Satisfaction With Claim Handling by Whether or Not VA Fully Addressed All Questions

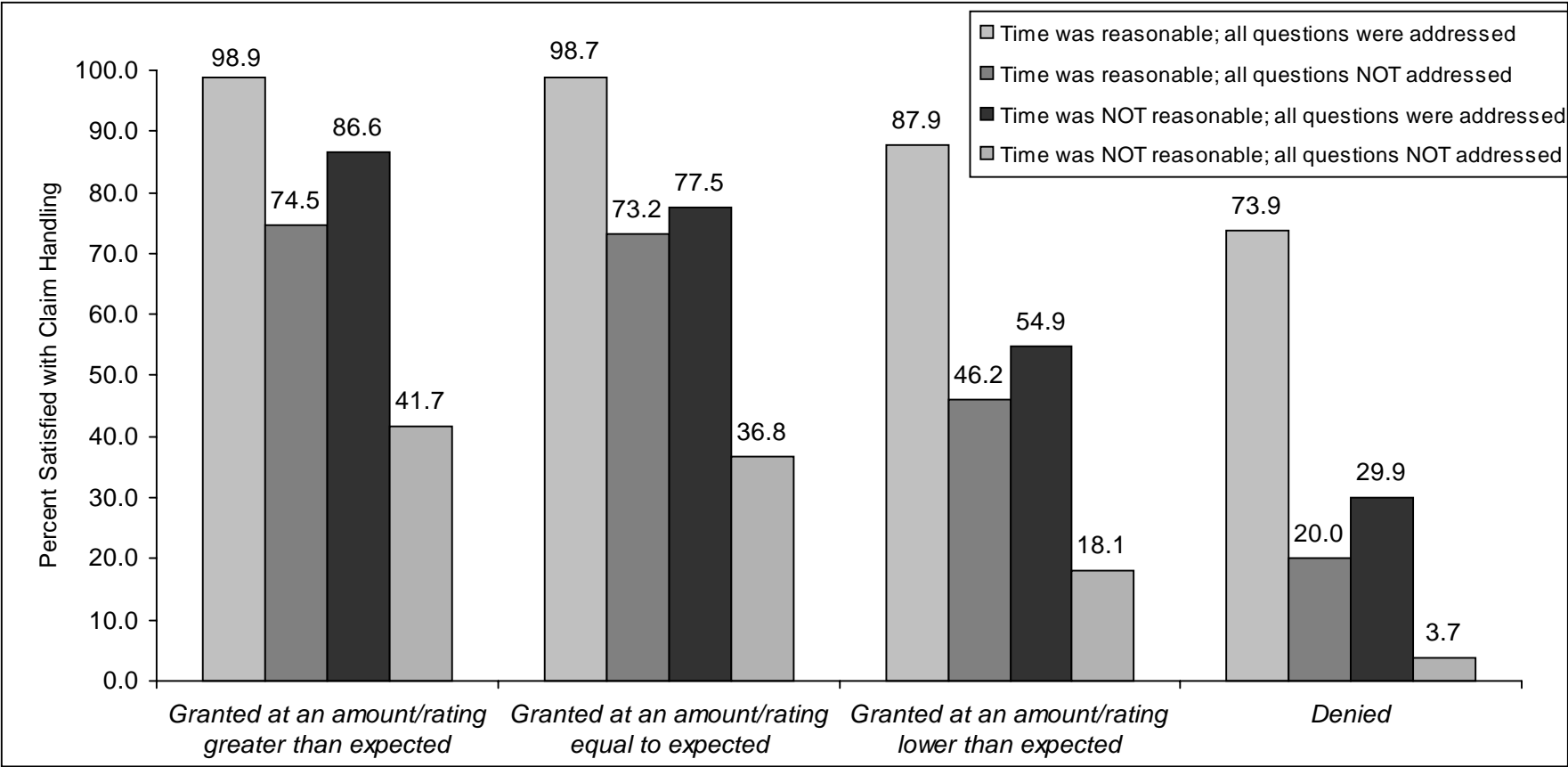


*“Helpful information and answers up front by the VA would prevent most problems encountered, it is extremely hard to find out correct information on available benefits and status of claims...until you have enough basic knowledge to ask informed questions.”*

- Respondents who felt their questions were fully addressed were over 20 times more likely to be very satisfied with the handling of their claims than veterans who felt their questions were not fully addressed.
- Similarly, veterans who felt their questions were not fully addressed were about 10 times more likely to be very dissatisfied with the handling of their claims than veterans who felt their questions were fully addressed.

# Timeliness Indicators

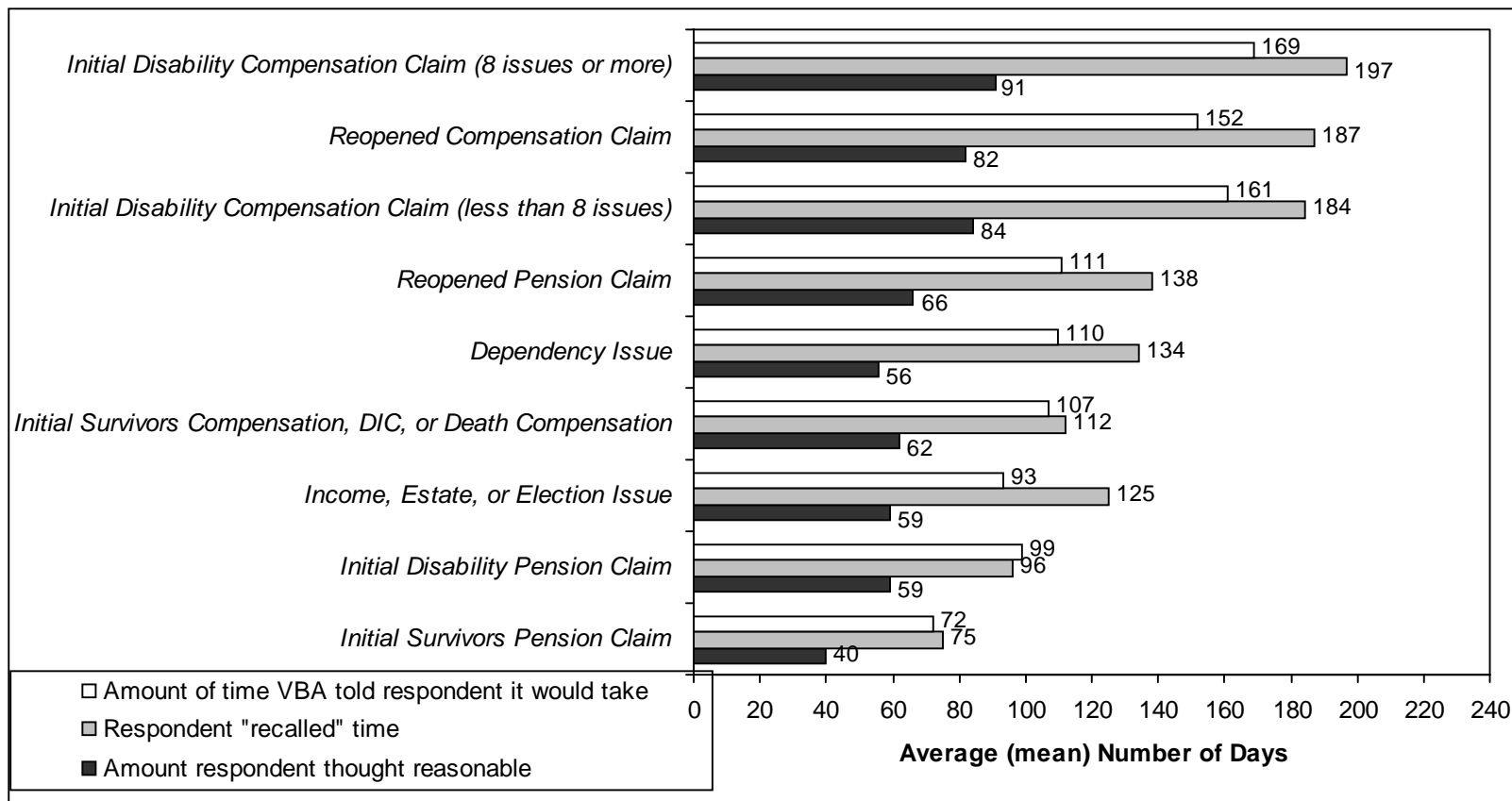
Chart 13: Satisfaction With Claim Handling by Status of Claim, Timeliness, and Having Had All Questions Addressed



- Satisfaction with claim handling does not depend solely on the claim decision. In some cases, a veteran whose claim was denied can be more satisfied than a veteran whose claim was granted at a rating or amount greater than expected.
- 73.9 percent of veterans whose claims were denied were satisfied with the handling of their claims if they felt the time taken to get a decision on their claims was reasonable and they felt VA was able to fully address all of their questions.

# Timeliness Indicators

Chart 14: Comparison of Veteran Reasonable Time, Veteran Recalled Time, and VBA Estimated Time, by End Product



- Within each of the end product groups, the amount of time veterans thought was reasonable for the claim to be processed was much shorter than the VBA estimate given or the respondents' recollections of how long their claims took.

# *Appendix A: National, SDN, and RO Performance Trends on Selected Issues*

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This Appendix provides national, SDN, and RO statistics on selected questions from the *Survey of Veterans' Satisfaction With the VA Compensation and Pension Claims Process* for 1997-2000. National, SDN, and RO statistics in 2000 were compared with 1999 statistics to identify differences between the two years on key customer satisfaction issues. Significant differences between 2000 and 1999 performance are **bolded** and *italicized*. All other differences (those not bolded and italicized) are due to sampling variability and should not be interpreted as true differences. Regional offices are grouped alphabetically within their respective SDN groups.

NOTE: Information regarding changes to the survey in 1997 and their possible impact on the data for that year can be found in Appendix A of both the 1997 and 1998 National Reports.

## BACKGROUND INFORMATION ABOUT CLAIMS

### PERCENT WHO WERE NOTIFIED BY VA OF THE RECEIPT OF A CLAIM APPLICATION

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	83.1	85.0	84.6	<b>83.4</b>										
SDN 1	82.9	84.7	84.1	83.6	SDN 4	84.5	87.7	83.2	85.3	SDN 7	83.0	84.3	86.3	<b>82.4</b>
Boston	85.6	87.2	82.7	86.0	Atlanta	85.1	87.9	81.9	82.7	Houston	86.6	83.7	90.3	<b>81.8</b>
Buffalo	84.4	89.9	87.7	83.7	Columbia	85.8	87.3	85.1	85.6	Little Rock	84.8	85.3	89.4	<b>82.5</b>
Hartford	80.2	83.1	83.7	83.9	Nashville	77.9	83.4	80.8	85.1	Muskogee	84.3	86.1	86.3	81.9
Manchester	86.0	87.5	86.2	82.6	Winston-Salem	88.2	91.9	86.0	86.4	New Orleans	85.3	86.6	85.1	82.7
New York	83.7	82.4	83.3	81.9						Waco	78.9	83.4	83.1	81.9
Providence	75.7	82.2	83.8	83.5	SDN 5	82.8	83.5	83.5	<b>81.2</b>					
Togus	88.0	85.9	82.1	85.2	Jackson	82.3	79.9	83.1	78.2	SDN 8	79.9	82.9	81.5	81.8
White River Junction	86.9	86.8	88.7	89.4	Montgomery	83.6	82.6	84.4	86.5	Albuquerque	82.4	76.8	82.1	84.3
					St. Petersburg	83.4	85.9	84.7	80.1	Anchorage	80.4	82.8	82.5	85.4
SDN 2	82.6	86.2	83.9	83.4	San Juan	83.3	84.1	81.5	80.4	Boise	77.3	82.2	82.0	81.7
Cleveland	82.2	86.8	86.1	82.0						Cheyenne	84.3	84.8	88.3	83.7
Detroit	84.4	85.7	81.0	81.4	SDN 6	84.3	85.9	86.5	<b>84.3</b>	Denver	78.8	86.3	81.3	79.4
Indianapolis	80.8	90.7	86.3	85.2	Chicago	83.1	87.9	85.0	88.7	Ft. Harrison	77.5	81.6	82.4	78.2
Newark	80.6	80.2	80.9	79.8	Des Moines	85.1	86.3	88.2	85.9	Portland	82.8	81.4	81.3	82.6
Philadelphia	83.5	89.1	83.9	83.7	Fargo	77.6	82.8	82.1	82.8	Salt Lake City	82.6	82.4	88.6	88.6
Pittsburgh	86.0	86.3	87.4	88.9	Lincoln	88.1	86.3	85.5	82.0	Seattle	79.1	84.1	74.5	79.7
Wilmington	88.2	88.8	86.4	88.8	Milwaukee	84.5	88.2	89.8	86.9					
					St. Louis	85.5	84.0	88.5	84.0	SDN 9	84.4	85.7	86.7	86.8
SDN 3	83.7	83.7	86.0	<b>82.8</b>	St. Paul	80.8	84.3	82.7	80.0	Honolulu	85.0	88.9	86.5	88.4
Baltimore	86.6	83.2	86.0	82.6	Sioux Falls	87.5	87.4	88.5	86.1	Los Angeles	80.2	85.6	84.5	87.1
Huntington	85.9	85.9	83.4	80.9	Wichita	87.0	84.8	87.6	<b>78.4</b>	Oakland	86.5	86.8	90.5	85.5
Louisville	82.0	84.7	83.0	84.6						Phoenix	82.7	77.5	83.9	86.7
Roanoke	83.6	87.3	91.1	<b>86.1</b>						Reno	87.2	91.9	90.9	90.9
Washington	82.3	73.6	82.8	77.4						San Diego	87.4	88.2	85.2	86.7

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## BACKGROUND INFORMATION ABOUT CLAIMS

### PERCENT WHO SAID VA COMPLETELY OR MOSTLY EXPLAINED THE NECESSARY STEPS TO PROCESS A CLAIM

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	56.7	57.0	56.0	55.6										
SDN 1	58.8	56.4	53.5	55.7	SDN 4	58.2	57.7	55.3	57.9	SDN 7	56.5	56.9	55.1	57.4
Boston	59.9	63.5	58.8	57.6	Atlanta	55.9	54.3	53.3	52.8	Houston	56.1	58.9	53.1	58.1
Buffalo	60.4	53.4	48.3	54.1	Columbia	59.2	60.2	58.6	60.7	Little Rock	58.8	60.6	58.1	52.6
Hartford	59.0	55.2	53.8	57.8	Nashville	49.3	56.8	53.7	59.0	Muskogee	55.7	57.2	55.2	53.4
Manchester	58.6	59.4	60.6	54.4	Winston-Salem	64.1	57.7	55.7	58.7	New Orleans	56.7	53.9	55.5	60.6
New York	55.1	52.2	49.4	52.3						Waco	54.0	52.9	54.9	57.5
Providence	56.9	55.8	55.1	51.4	SDN 5	55.0	56.5	57.3	56.2					
Togus	62.2	54.4	57.4	60.9	Jackson	60.6	55.1	58.2	52.4	SDN 8	54.3	53.2	52.0	50.0
White River Junction	56.4	58.4	61.5	62.5	Montgomery	51.3	52.2	56.0	62.4	Albuquerque	52.3	50.6	47.9	51.8
					St. Petersburg	52.0	53.7	55.9	53.6	Anchorage	45.8	46.8	43.9	44.1
SDN 2	56.6	58.0	57.6	56.4	San Juan	59.9	66.3	61.5	58.4	Boise	53.0	53.5	54.6	48.6
Cleveland	58.5	60.0	62.4	58.4						Cheyenne	51.5	49.1	52.7	49.2
Detroit	53.8	51.4	57.2	53.9	SDN 6	57.8	59.7	58.8	57.3	Denver	57.2	50.3	51.4	47.7
Indianapolis	60.5	57.3	50.8	<b>61.7</b>	Chicago	57.9	59.8	55.1	60.1	Ft. Harrison	53.2	53.8	52.6	50.8
Newark	50.9	51.3	50.1	48.2	Des Moines	59.1	63.4	62.3	56.3	Portland	58.6	56.7	52.1	54.7
Philadelphia	55.7	58.9	53.9	53.0	Fargo	56.8	62.5	59.3	62.6	Salt Lake City	57.3	52.2	60.3	58.6
Pittsburgh	57.8	62.6	63.9	60.9	Lincoln	55.4	54.2	56.0	56.6	Seattle	48.5	51.6	49.4	46.5
Wilmington	63.5	58.4	56.1	56.6	Milwaukee	60.3	63.6	65.3	62.8					
					St. Louis	54.8	58.2	58.3	<b>49.6</b>	SDN 9	55.8	58.1	56.3	<b>53.0</b>
SDN 3	58.0	55.7	58.1	<b>54.2</b>	St. Paul	61.0	59.1	59.1	57.5	Honolulu	53.2	56.5	56.4	53.5
Baltimore	54.2	55.2	59.3	<b>51.6</b>	Sioux Falls	59.2	57.8	58.0	58.4	Los Angeles	51.3	53.6	52.7	54.3
Huntington	58.4	56.5	57.6	51.8	Wichita	53.3	53.1	55.4	50.7	Oakland	56.8	59.9	59.7	<b>48.4</b>
Louisville	56.7	58.7	57.1	53.1						Phoenix	50.2	51.0	54.3	50.9
Roanoke	60.9	56.9	61.3	58.4						Reno	54.3	58.1	55.0	56.1
Washington	55.3	46.0	50.5	48.4						San Diego	62.2	62.9	54.9	57.9

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.



## BACKGROUND INFORMATION ABOUT CLAIMS

### PERCENT WHO WERE GIVEN A REALISTIC ESTIMATE OF THE TIME IT WOULD TAKE TO PROCESS A CLAIM

(OF THOSE WHO WERE GIVEN AN ESTIMATE)

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	68.3	66.8	66.8	66.9										
SDN 1	71.0	66.6	65.1	67.5	SDN 4	68.6	70.0	66.6	64.7	SDN 7	69.1	64.5	66.6	<b>71.3</b>
Boston	69.6	69.0	71.4	66.8	Atlanta	64.4	68.5	66.4	59.5	Houston	64.6	66.8	59.1	<b>70.9</b>
Buffalo	66.7	69.8	70.3	68.4	Columbia	69.4	76.6	65.5	64.1	Little Rock	77.8	69.9	68.6	69.2
Hartford	73.4	68.4	68.8	69.9	Nashville	68.6	62.8	65.5	59.8	Muskogee	72.6	69.9	68.1	70.8
Manchester	72.3	74.4	69.1	69.3	Winston-Salem	69.8	69.2	68.5	70.8	New Orleans	71.6	64.2	74.2	71.4
New York	72.2	60.8	56.1	64.0						Waco	63.8	56.6	67.9	71.1
Providence	61.8	62.1	58.8	60.7	SDN 5	64.8	65.3	64.1	<b>68.8</b>					
Togus	75.9	68.1	59.6	<b>74.1</b>	Jackson	69.6	75.6	70.5	70.5	SDN 8	65.3	62.4	65.9	63.9
White River Junction	69.3	61.3	73.4	70.0	Montgomery	60.4	61.5	71.7	68.4	Albuquerque	65.6	62.2	57.0	<b>68.1</b>
					St. Petersburg	65.8	66.2	58.2	<b>68.2</b>	Anchorage	55.2	55.9	54.5	57.4
SDN 2	70.4	67.6	70.0	66.8	San Juan	58.7	61.1	61.9	68.1	Boise	59.5	62.4	64.7	60.8
Cleveland	75.4	67.0	72.2	65.2						Cheyenne	67.1	55.9	67.3	60.3
Detroit	65.4	62.3	69.3	66.3	SDN 6	71.9	71.0	70.1	68.1	Denver	69.7	58.8	65.8	58.8
Indianapolis	73.5	68.2	67.6	70.8	Chicago	65.7	64.7	67.4	65.5	Ft. Harrison	63.6	61.4	62.8	61.9
Newark	60.3	62.2	68.8	61.4	Des Moines	71.4	74.2	79.6	76.6	Portland	68.4	68.5	59.6	61.8
Philadelphia	67.2	73.8	67.3	68.0	Fargo	71.3	65.8	68.7	69.0	Salt Lake City	71.6	63.8	70.3	74.2
Pittsburgh	73.5	68.8	70.3	66.8	Lincoln	71.9	66.5	68.9	73.6	Seattle	56.5	61.0	69.6	64.5
Wilmington	76.6	67.6	64.6	70.0	Milwaukee	73.1	75.4	70.8	69.9					
					St. Louis	72.2	74.1	68.1	61.9	SDN 9	64.2	66.5	64.7	62.9
SDN 3	69.0	67.1	67.4	65.4	St. Paul	79.9	74.8	67.7	<b>77.3</b>	Honolulu	62.7	60.2	61.6	59.1
Baltimore	64.9	64.2	62.0	61.8	Sioux Falls	74.0	73.9	77.2	<b>66.8</b>	Los Angeles	66.4	60.1	64.7	61.2
Huntington	74.6	70.4	72.4	70.5	Wichita	71.0	66.8	70.0	<b>59.2</b>	Oakland	62.5	73.2	69.3	62.3
Louisville	67.2	68.6	71.1	69.6						Phoenix	57.3	58.1	56.4	63.6
Roanoke	71.4	67.7	66.5	63.8						Reno	64.9	64.0	61.9	60.4
Washington	62.7	57.3	58.1	57.7						San Diego	66.4	66.7	65.6	64.7

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## SUPPORTING MATERIALS

### PERCENT WHO WERE ASKED BY VA TO SUBMIT DOCUMENTS IN SUPPORT OF A CLAIM

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	67.1	67.3	66.5	<b>69.6</b>										
SDN 1	65.7	66.8	65.4	<b>69.3</b>	SDN 4	65.7	65.9	65.5	<b>69.8</b>	SDN 7	65.9	67.6	67.6	<b>70.0</b>
Boston	67.9	69.8	62.1	62.3	Atlanta	60.2	66.3	61.6	66.6	Houston	67.7	71.0	72.0	71.2
Buffalo	66.3	68.6	66.0	<b>73.0</b>	Columbia	66.3	62.7	59.4	<b>68.8</b>	Little Rock	66.1	68.0	64.2	66.4
Hartford	70.5	66.8	68.4	69.7	Nashville	67.9	62.6	71.4	66.0	Muskogee	68.6	64.5	66.0	<b>75.4</b>
Manchester	61.1	63.3	60.9	<b>69.8</b>	Winston-Salem	69.0	70.5	68.1	73.6	New Orleans	57.5	60.5	61.1	<b>67.9</b>
New York	63.1	65.8	63.8	68.6						Waco	65.8	70.1	69.2	67.8
Providence	67.1	67.1	72.0	69.5	SDN 5	70.7	68.0	65.4	<b>68.5</b>					
Togus	72.2	64.9	68.1	72.7	Jackson	68.6	62.4	64.9	63.1	SDN 8	67.0	66.2	67.3	69.5
White River Junction	67.6	65.3	62.3	66.6	Montgomery	68.2	68.5	66.3	68.0	Albuquerque	70.1	64.7	71.0	72.5
					St. Petersburg	72.5	68.6	64.2	70.1	Anchorage	68.7	60.6	67.7	66.5
SDN 2	64.9	67.5	66.5	<b>69.3</b>	San Juan	68.3	69.7	66.8	67.0	Boise	65.1	65.5	67.0	67.4
Cleveland	65.1	69.5	65.3	69.1						Cheyenne	65.2	64.4	62.8	67.4
Detroit	69.2	67.1	69.2	69.1	SDN 6	65.1	64.7	63.9	<b>68.4</b>	Denver	67.1	64.0	66.9	70.0
Indianapolis	61.3	67.3	65.8	66.8	Chicago	63.3	63.5	66.1	71.7	Ft. Harrison	70.8	77.4	73.6	75.1
Newark	66.5	66.0	64.2	68.2	Des Moines	66.4	67.0	66.9	68.1	Portland	70.9	71.0	70.8	68.5
Philadelphia	67.7	66.1	68.4	71.6	Fargo	62.7	60.8	61.6	64.8	Salt Lake City	64.2	62.2	65.9	68.2
Pittsburgh	59.9	65.8	66.0	69.0	Lincoln	61.1	61.6	61.6	64.2	Seattle	66.5	66.0	66.4	69.7
Wilmington	64.8	68.3	63.1	<b>69.5</b>	Milwaukee	70.9	64.0	66.6	72.2					
					St. Louis	68.2	68.8	67.0	70.8	SDN 9	70.3	71.5	69.5	71.3
SDN 3	69.7	68.1	67.4	70.3	St. Paul	59.3	59.3	57.4	60.0	Honolulu	70.5	68.6	66.1	70.0
Baltimore	71.8	70.9	68.9	73.0	Sioux Falls	62.0	62.2	62.3	63.3	Los Angeles	68.5	69.6	71.7	70.3
Huntington	70.1	69.9	71.6	71.6	Wichita	66.4	68.3	60.6	65.7	Oakland	69.5	74.9	67.9	72.8
Louisville	69.6	69.9	62.6	<b>70.9</b>						Phoenix	69.2	65.6	64.4	67.8
Roanoke	70.7	67.0	68.2	68.9						Reno	71.9	66.8	66.1	68.5
Washington	66.4	63.2	68.5	72.0						San Diego	75.6	73.4	75.7	73.6

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## SUPPORTING MATERIALS

### PERCENT WHO WERE NOTIFIED BY VA ABOUT DOCUMENTS NEEDED TO SUPPORT A CLAIM

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	86.5	80.9	80.5	79.8										
SDN 1	85.4	80.6	79.4	77.6	SDN 4	88.5	80.5	80.0	82.3	SDN 7	86.5	80.6	81.6	<b>78.5</b>
Boston	87.2	83.2	81.5	76.5	Atlanta	85.4	76.2	77.0	78.5	Houston	86.3	81.4	83.9	<b>77.7</b>
Buffalo	86.6	82.6	76.9	77.5	Columbia	89.5	80.6	79.5	78.6	Little Rock	86.4	86.1	80.2	77.8
Hartford	87.1	83.5	81.0	78.4	Nashville	83.2	76.7	83.1	79.4	Muskogee	85.8	79.9	80.9	78.9
Manchester	86.0	83.1	78.9	81.2	Winston-Salem	91.4	84.6	80.4	<b>87.4</b>	New Orleans	86.6	75.6	77.1	81.5
New York	80.1	74.6	76.3	73.1						Waco	86.2	78.7	81.8	76.9
Providence	87.0	80.4	81.9	78.2	SDN 5	84.8	79.7	80.0	81.0					
Togus	87.8	84.4	79.7	84.1	Jackson	89.4	79.8	80.7	80.1	SDN 8	85.6	81.5	79.7	79.5
White River Junction	85.0	81.3	80.2	82.3	Montgomery	83.6	81.8	80.3	81.1	Albuquerque	85.6	77.5	78.9	78.5
					St. Petersburg	79.5	77.1	79.0	82.0	Anchorage	85.3	74.6	78.3	75.3
SDN 2	86.7	78.8	80.9	78.5	San Juan	92.3	80.6	78.6	79.0	Boise	87.3	79.7	79.3	77.2
Cleveland	90.2	76.9	79.5	78.9						Cheyenne	80.9	80.9	77.5	76.2
Detroit	83.9	80.2	82.5	77.5	SDN 6	87.9	83.1	80.4	80.2	Denver	86.5	81.3	80.3	79.5
Indianapolis	86.7	80.7	76.6	75.8	Chicago	91.3	80.4	80.5	78.2	Ft. Harrison	84.5	82.9	81.0	81.7
Newark	83.0	74.2	78.0	74.8	Des Moines	87.9	83.0	83.2	83.8	Portland	86.6	86.7	81.0	78.3
Philadelphia	85.7	78.4	79.3	79.9	Fargo	89.3	79.6	81.3	80.9	Salt Lake City	81.6	78.5	78.9	81.0
Pittsburgh	85.9	83.1	86.0	81.0	Lincoln	91.3	83.3	79.1	80.4	Seattle	84.3	76.1	78.1	79.9
Wilmington	86.5	78.0	78.3	81.6	Milwaukee	86.7	80.5	81.4	85.9					
					St. Louis	85.4	85.2	78.8	77.7	SDN 9	86.5	83.2	81.2	<b>78.3</b>
SDN 3	86.5	81.5	80.9	81.6	St. Paul	89.5	86.9	77.1	78.7	Honolulu	79.7	80.5	77.3	80.0
Baltimore	84.3	84.4	81.6	81.3	Sioux Falls	84.9	82.6	81.9	78.9	Los Angeles	82.7	82.2	81.9	75.9
Huntington	84.6	82.5	80.6	83.3	Wichita	84.7	82.9	82.7	81.1	Oakland	86.9	84.2	79.9	75.1
Louisville	88.4	83.1	77.3	82.8						Phoenix	84.1	75.7	78.2	78.3
Roanoke	88.8	79.0	82.9	82.5						Reno	89.5	83.1	78.8	78.7
Washington	82.4	78.8	80.1	74.5						San Diego	90.8	86.3	85.6	85.1

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## SUPPORTING MATERIALS

### PERCENT WHO WERE NOTIFIED BY VA ABOUT DOCUMENTS NEEDED TO SUPPORT A CLAIM ALL AT ONE TIME

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	66.7	63.5	62.8	<b>61.6</b>										
SDN 1	65.1	61.2	59.3	59.9	SDN 4	69.5	65.5	62.5	64.5	SDN 7	66.9	63.3	62.3	59.8
Boston	64.9	68.3	64.4	60.4	Atlanta	68.5	61.8	60.7	62.7	Houston	65.0	65.0	58.0	61.0
Buffalo	64.1	59.1	51.7	57.6	Columbia	71.0	69.6	59.5	56.3	Little Rock	67.7	69.7	63.1	59.1
Hartford	67.9	62.7	58.5	65.4	Nashville	64.5	65.3	63.3	65.8	Muskogee	64.8	61.3	62.1	61.1
Manchester	67.9	66.9	61.6	66.1	Winston-Salem	69.3	64.2	64.6	67.8	New Orleans	67.7	64.7	59.9	63.1
New York	59.9	53.5	58.6	55.0						Waco	65.9	58.0	65.3	<b>56.8</b>
Providence	68.8	61.1	60.0	60.3	SDN 5	66.1	63.0	63.7	63.4					
Togus	72.3	64.9	59.8	63.4	Jackson	70.3	63.9	64.6	59.2	SDN 8	64.2	63.1	62.0	61.2
White River Junction	64.5	57.9	61.5	63.8	Montgomery	61.5	61.4	64.6	66.5	Albuquerque	63.5	60.9	53.7	57.1
					St. Petersburg	59.2	60.1	58.6	60.4	Anchorage	63.4	55.3	58.5	55.9
SDN 2	67.9	61.2	63.1	60.7	San Juan	78.2	67.5	71.1	71.0	Boise	67.4	61.3	61.0	61.2
Cleveland	72.5	60.4	61.6	60.4						Cheyenne	57.1	57.2	59.9	58.1
Detroit	65.3	58.5	64.4	<b>56.4</b>	SDN 6	67.4	64.9	64.7	62.5	Denver	65.8	63.3	62.3	63.4
Indianapolis	68.9	64.4	58.2	56.5	Chicago	68.3	64.6	67.0	61.1	Ft. Harrison	64.3	61.8	65.5	<b>56.0</b>
Newark	62.3	55.6	58.6	55.5	Des Moines	71.8	69.6	66.9	64.0	Portland	65.4	64.9	60.5	60.2
Philadelphia	66.1	62.8	60.4	65.2	Fargo	71.2	67.6	67.0	65.8	Salt Lake City	64.2	60.6	63.1	64.3
Pittsburgh	63.1	62.0	70.5	66.6	Lincoln	69.5	64.3	67.6	68.8	Seattle	62.6	60.6	63.6	60.0
Wilmington	67.8	66.2	63.3	66.3	Milwaukee	69.4	60.6	65.6	65.9					
					St. Louis	60.9	64.0	62.0	59.4	SDN 9	64.3	64.4	63.1	<b>59.1</b>
SDN 3	68.2	65.7	64.0	62.9	St. Paul	70.4	67.2	62.2	62.3	Honolulu	54.1	63.4	57.4	56.7
Baltimore	62.3	66.7	61.7	62.3	Sioux Falls	65.3	65.0	62.1	60.7	Los Angeles	62.0	62.5	62.4	56.8
Huntington	65.8	65.3	65.9	60.6	Wichita	66.1	63.9	61.4	63.2	Oakland	64.7	64.3	64.0	<b>56.2</b>
Louisville	66.8	64.8	61.1	64.0						Phoenix	54.8	54.4	55.4	56.2
Roanoke	70.4	66.4	65.4	65.4						Reno	63.3	62.6	58.2	58.9
Washington	68.6	64.1	64.0	56.6						San Diego	72.2	73.9	70.7	70.3

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## SUPPORTING MATERIALS

### PERCENT WHO THOUGHT IT WAS VERY OR SOMEWHAT EASY TO GATHER SUPPORTING DOCUMENTS THEMSELVES

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	51.9	50.0	50.1	<b>48.7</b>										
SDN 1	53.8	46.8	47.7	48.5	SDN 4	55.8	53.3	48.3	<b>54.0</b>	SDN 7	51.2	50.1	51.8	<b>47.4</b>
Boston	57.5	51.2	56.0	52.7	Atlanta	53.7	49.6	47.3	<b>56.0</b>	Houston	49.7	49.8	53.1	46.6
Buffalo	52.8	48.2	43.8	45.1	Columbia	59.1	50.2	53.6	53.3	Little Rock	48.4	51.2	50.7	44.8
Hartford	53.1	45.2	44.7	<b>55.9</b>	Nashville	51.0	54.7	47.7	48.6	Muskogee	48.5	47.5	46.8	45.4
Manchester	53.2	53.3	45.5	45.4	Winston-Salem	54.8	55.2	46.8	<b>55.2</b>	New Orleans	57.8	54.8	56.9	53.2
New York	49.5	38.6	44.1	43.8						Waco	50.8	46.8	48.7	46.3
Providence	49.1	51.3	46.9	43.8	SDN 5	51.9	49.3	50.0	51.5					
Togus	55.8	49.6	47.5	53.1	Jackson	54.1	47.1	50.9	45.7	SDN 8	49.9	48.1	48.2	46.3
White River Junction	46.3	45.6	49.1	44.2	Montgomery	49.2	55.1	54.0	57.1	Albuquerque	44.1	47.9	39.0	38.3
					St. Petersburg	48.3	46.2	49.7	51.6	Anchorage	43.8	46.6	39.9	42.9
SDN 2	52.5	50.1	51.7	<b>46.5</b>	San Juan	53.6	49.6	42.9	47.5	Boise	54.1	49.3	46.4	41.1
Cleveland	56.6	50.2	51.0	50.2						Cheyenne	50.3	41.7	46.0	47.8
Detroit	49.5	47.4	55.0	<b>43.4</b>	SDN 6	50.2	51.9	50.4	50.0	Denver	47.9	50.6	52.0	<b>43.7</b>
Indianapolis	52.6	50.6	47.8	50.7	Chicago	54.5	52.2	47.3	51.1	Ft. Harrison	52.9	46.7	44.9	37.6
Newark	51.2	46.3	46.6	38.6	Des Moines	53.4	51.8	47.6	54.2	Portland	46.5	48.8	45.2	46.8
Philadelphia	47.4	51.1	48.3	41.6	Fargo	59.4	55.7	56.0	57.0	Salt Lake City	48.1	46.9	46.1	46.7
Pittsburgh	54.1	49.2	54.2	50.7	Lincoln	48.8	48.8	50.0	51.9	Seattle	50.8	45.4	52.3	50.0
Wilmington	52.7	53.2	49.3	53.7	Milwaukee	47.5	47.1	49.5	48.3					
					St. Louis	43.1	54.2	51.2	47.3	SDN 9	48.1	48.0	47.5	44.3
SDN 3	54.5	52.2	54.1	<b>48.4</b>	St. Paul	53.5	51.3	53.0	51.1	Honolulu	44.6	40.5	44.6	42.7
Baltimore	55.6	53.0	52.3	54.5	Sioux Falls	50.8	57.2	46.3	44.8	Los Angeles	43.2	51.9	44.9	41.4
Huntington	49.6	45.7	51.1	43.7	Wichita	51.6	49.4	52.9	46.3	Oakland	50.6	43.0	47.7	41.1
Louisville	52.0	50.2	52.9	47.9						Phoenix	41.4	42.5	40.9	43.1
Roanoke	52.9	57.9	55.8	48.4						Reno	50.2	43.3	48.7	43.4
Washington	60.8	49.0	53.2	46.7						San Diego	50.5	58.8	53.9	55.3

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## SUPPORTING MATERIALS

### PERCENT WHO THOUGHT VA'S REQUESTS FOR DOCUMENTS WERE VERY OR SOMEWHAT REASONABLE

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	71.8	70.8	70.1	<b>68.0</b>										
SDN 1	72.5	70.4	68.7	68.3	SDN 4	74.8	73.2	69.6	71.2	SDN 7	72.1	70.8	69.3	<b>66.1</b>
Boston	74.1	73.3	73.4	74.1	Atlanta	71.6	70.2	69.8	68.3	Houston	70.4	76.7	64.9	66.8
Buffalo	68.3	72.8	65.3	61.8	Columbia	73.6	71.2	72.5	70.7	Little Rock	72.1	70.4	73.2	<b>62.0</b>
Hartford	75.0	68.2	67.1	72.5	Nashville	68.9	72.8	66.7	67.8	Muskogee	71.6	66.9	68.3	65.6
Manchester	70.6	76.0	66.4	69.3	Winston-Salem	80.2	75.8	69.7	74.3	New Orleans	79.7	71.5	72.3	71.9
New York	71.2	64.9	66.3	64.8						Waco	69.0	66.9	68.5	64.2
Providence	73.5	71.0	72.3	68.5	SDN 5	72.6	71.0	70.9	69.5					
Togus	77.9	72.0	67.9	72.4	Jackson	70.3	69.4	70.4	64.0	SDN 8	69.8	69.9	68.6	67.9
White River Junction	65.6	64.6	72.9	70.2	Montgomery	67.7	70.9	72.3	68.5	Albuquerque	66.2	65.8	61.1	63.9
					St. Petersburg	70.5	68.6	68.8	70.2	Anchorage	66.9	62.0	61.9	61.7
SDN 2	70.7	69.7	71.0	<b>65.0</b>	San Juan	76.7	76.1	72.8	73.3	Boise	70.1	73.0	65.8	64.1
Cleveland	72.6	65.6	69.8	64.3						Cheyenne	68.3	69.4	66.2	66.7
Detroit	71.9	68.0	72.4	<b>61.2</b>	SDN 6	71.3	70.4	69.6	70.1	Denver	68.1	68.3	68.7	69.5
Indianapolis	73.8	71.8	68.8	69.1	Chicago	73.5	68.6	67.7	71.5	Ft. Harrison	66.1	68.1	65.5	61.9
Newark	71.0	65.6	68.1	<b>56.9</b>	Des Moines	78.1	74.3	72.2	72.5	Portland	69.9	66.6	71.6	69.1
Philadelphia	64.8	72.8	69.5	65.7	Fargo	77.3	77.2	71.4	75.2	Salt Lake City	67.6	62.7	69.8	66.2
Pittsburgh	71.6	74.0	74.6	71.9	Lincoln	71.8	71.2	68.3	67.7	Seattle	69.5	73.2	69.8	68.6
Wilmington	71.3	71.3	68.1	63.6	Milwaukee	67.1	68.6	68.4	71.0					
					St. Louis	65.9	71.4	69.9	66.5	SDN 9	68.5	71.5	71.8	<b>64.5</b>
SDN 3	73.8	70.2	72.0	70.0	St. Paul	75.4	71.4	70.9	73.5	Honolulu	62.5	68.0	66.7	65.2
Baltimore	70.7	69.5	68.9	73.1	Sioux Falls	72.2	70.8	69.2	66.3	Los Angeles	68.0	72.8	68.6	63.2
Huntington	72.6	66.6	70.5	67.3	Wichita	71.4	65.8	67.0	66.4	Oakland	68.2	70.3	73.5	<b>61.9</b>
Louisville	72.4	70.4	73.0	74.0						Phoenix	63.8	64.3	67.6	<b>59.2</b>
Roanoke	75.2	71.9	72.6	70.8						Reno	61.4	64.7	67.9	64.3
Washington	72.0	71.6	71.7	<b>60.3</b>						San Diego	74.7	77.1	77.2	74.4

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## SUPPORTING MATERIALS

### PERCENT WHO WERE NOT ASKED TO RESUBMIT DOCUMENTS ALREADY SUBMITTED

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	65.9	67.7	69.3	<b>67.9</b>										
SDN 1	65.3	65.5	65.9	67.5	SDN 4	69.3	72.7	69.3	68.3	SDN 7	67.0	68.6	68.5	67.5
Boston	62.3	66.3	71.2	72.2	Atlanta	68.5	75.9	68.8	68.1	Houston	63.8	65.3	65.3	67.9
Buffalo	63.4	68.6	62.6	64.7	Columbia	68.1	73.1	70.0	63.7	Little Rock	68.1	68.2	71.5	<b>63.6</b>
Hartford	63.2	65.5	70.4	67.0	Nashville	67.8	72.0	68.3	66.5	Muskogee	64.0	66.4	70.8	66.5
Manchester	74.3	73.7	70.7	74.9	Winston-Salem	71.0	70.2	70.1	70.1	New Orleans	66.7	71.9	68.5	67.8
New York	66.5	60.9	62.3	61.6						Waco	67.9	68.7	67.9	68.6
Providence	61.0	64.3	63.2	<b>72.3</b>	SDN 5	68.8	65.1	69.6	70.3					
Togus	70.1	69.5	65.9	70.1	Jackson	63.1	67.3	66.9	63.6	SDN 8	65.8	67.0	70.6	67.8
White River Junction	71.2	73.9	76.9	76.5	Montgomery	66.7	65.4	66.0	67.5	Albuquerque	61.2	62.6	64.7	62.4
					St. Petersburg	66.0	65.0	71.4	72.5	Anchorage	64.2	66.9	65.1	64.5
SDN 2	62.6	67.2	68.8	66.0	San Juan	75.4	62.4	72.6	72.3	Boise	63.3	69.3	67.2	70.7
Cleveland	63.3	67.5	66.2	63.8						Cheyenne	65.3	65.5	70.3	68.5
Detroit	60.1	64.2	72.0	<b>63.9</b>	SDN 6	65.7	66.9	69.3	68.7	Denver	67.1	59.5	68.9	65.4
Indianapolis	63.5	68.2	67.7	69.3	Chicago	60.0	64.4	67.1	65.1	Ft. Harrison	61.9	64.7	70.6	<b>61.3</b>
Newark	62.9	60.8	66.0	62.5	Des Moines	67.6	71.2	69.6	68.3	Portland	64.9	69.2	72.2	69.6
Philadelphia	58.7	69.1	66.7	67.4	Fargo	68.5	71.7	71.7	73.8	Salt Lake City	69.4	68.1	74.0	73.1
Pittsburgh	64.5	72.2	75.3	69.6	Lincoln	66.9	62.2	69.6	71.9	Seattle	66.2	71.3	73.8	69.2
Wilmington	70.1	66.2	73.8	68.0	Milwaukee	71.7	67.9	67.3	67.8					
					St. Louis	61.8	62.2	65.8	66.4	SDN 9	61.5	67.7	70.3	<b>67.0</b>
SDN 3	65.3	68.9	71.2	<b>66.9</b>	St. Paul	66.4	74.8	76.3	80.3	Honolulu	60.8	68.8	74.8	<b>64.2</b>
Baltimore	64.6	63.3	72.9	<b>64.3</b>	Sioux Falls	65.6	70.2	66.7	72.5	Los Angeles	58.3	66.8	65.0	70.9
Huntington	68.1	70.3	74.1	68.3	Wichita	68.6	66.5	76.7	<b>63.3</b>	Oakland	63.7	66.1	72.0	<b>63.8</b>
Louisville	60.7	66.8	70.5	69.7						Phoenix	57.8	67.4	67.2	64.0
Roanoke	66.5	71.0	71.2	68.7						Reno	61.0	66.9	64.2	66.1
Washington	64.9	69.7	67.9	<b>59.2</b>						San Diego	63.8	72.2	77.0	71.9

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## SUPPORTING MATERIALS

### PERCENT FOR WHOM VA OBTAINED DOCUMENTS

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	54.5	55.6	55.8	55.3										
SDN 1	55.1	55.0	56.9	56.2	SDN 4	53.6	56.5	54.1	52.6	SDN 7	51.4	54.8	56.3	55.3
Boston	57.6	58.0	55.9	55.4	Atlanta	46.8	56.8	51.0	48.5	Houston	54.8	54.3	60.5	54.8
Buffalo	58.6	59.1	62.4	63.2	Columbia	60.2	61.4	57.7	52.8	Little Rock	51.2	53.9	50.5	57.3
Hartford	59.1	55.8	55.4	51.1	Nashville	57.9	52.7	51.5	55.5	Muskogee	50.5	53.9	54.7	50.7
Manchester	60.6	60.5	55.6	55.1	Winston-Salem	54.6	59.6	56.6	53.4	New Orleans	51.3	50.6	54.1	52.7
New York	54.3	52.6	55.3	53.7						Waco	51.4	60.5	58.7	57.1
Providence	59.2	62.4	63.8	57.5	SDN 5	56.3	54.4	56.1	53.2					
Togus	56.4	54.8	59.6	60.1	Jackson	53.5	47.3	54.6	49.5	SDN 8	55.7	56.8	54.7	57.4
White River Junction	54.2	60.1	58.1	62.1	Montgomery	57.6	50.4	51.5	44.9	Albuquerque	62.4	55.7	62.5	55.3
					St. Petersburg	59.6	58.9	61.4	56.2	Anchorage	60.3	56.6	62.5	56.9
SDN 2	49.6	55.2	53.8	56.4	San Juan	64.7	58.2	54.2	60.1	Boise	62.1	57.0	57.0	62.4
Cleveland	44.8	56.7	59.4	56.4						Cheyenne	59.6	67.0	57.1	59.3
Detroit	54.4	54.1	50.6	54.1	SDN 6	55.1	54.2	54.3	52.3	Denver	53.2	61.9	49.6	56.3
Indianapolis	52.0	58.9	53.7	55.6	Chicago	55.2	54.1	53.4	52.8	Ft. Harrison	51.2	62.7	61.3	58.1
Newark	56.8	56.9	53.3	59.9	Des Moines	46.2	50.8	51.9	51.5	Portland	60.0	62.8	56.3	58.6
Philadelphia	51.6	55.2	56.3	59.5	Fargo	50.4	58.0	48.7	45.1	Salt Lake City	54.9	57.3	53.6	58.0
Pittsburgh	48.4	54.4	54.4	54.2	Lincoln	49.8	54.0	47.7	50.8	Seattle	59.3	54.1	57.1	60.2
Wilmington	51.3	56.6	53.0	51.7	Milwaukee	63.7	59.1	64.1	59.9					
					St. Louis	59.2	51.4	57.7	49.2	SDN 9	63.0	62.8	63.1	62.3
SDN 3	52.9	50.4	53.2	53.9	St. Paul	56.7	55.0	50.9	50.5	Honolulu	68.5	64.5	59.6	64.2
Baltimore	55.0	55.3	54.9	55.8	Sioux Falls	57.6	58.1	54.5	52.9	Los Angeles	63.8	63.9	67.9	63.6
Huntington	49.4	54.8	58.8	58.3	Wichita	51.6	58.6	50.0	51.6	Oakland	62.5	64.3	65.8	65.7
Louisville	54.1	53.5	52.0	57.6						Phoenix	66.6	60.5	61.2	59.9
Roanoke	54.8	50.0	53.9	52.2						Reno	62.6	66.9	62.9	56.3
Washington	50.6	42.7	51.0	53.0						San Diego	68.8	61.6	56.9	60.0

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.



## SUPPORTING MATERIALS

### PERCENT FOR WHOM VA WAS ABLE TO OBTAIN DOCUMENTS MUCH BETTER THAN EXPECTED, BETTER THAN EXPECTED, OR JUST AS EXPECTED

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	76.0	75.4	75.3	74.1										
SDN 1	76.8	72.8	73.1	76.0	SDN 4	79.3	76.8	76.7	77.2	SDN 7	76.2	76.6	74.5	74.0
Boston	77.0	78.8	81.1	76.5	Atlanta	70.1	75.5	79.3	77.2	Houston	78.2	83.2	71.1	79.5
Buffalo	73.9	72.7	69.4	74.6	Columbia	79.3	75.5	76.9	79.5	Little Rock	75.2	76.5	78.7	71.1
Hartford	82.9	71.2	71.2	80.0	Nashville	76.8	84.0	67.9	72.6	Muskogee	77.0	73.3	79.4	71.6
Manchester	73.9	73.8	71.5	75.7	Winston-Salem	83.2	72.7	79.9	78.2	New Orleans	74.1	78.3	79.3	73.0
New York	74.4	68.9	72.4	75.4						Waco	76.4	70.5	70.2	73.9
Providence	75.3	73.3	72.8	72.9	SDN 5	75.8	75.3	75.6	74.1					
Togus	78.2	68.7	71.2	73.7	Jackson	74.4	69.2	69.9	70.4	SDN 8	75.6	70.3	75.2	<b>69.3</b>
White River Junction	76.0	74.6	70.6	71.4	Montgomery	63.0	76.0	78.5	82.6	Albuquerque	81.3	72.3	70.0	77.3
					St. Petersburg	73.4	71.3	72.6	68.5	Anchorage	68.1	71.3	63.5	65.3
SDN 2	74.9	76.5	75.8	74.9	San Juan	87.4	82.7	78.7	83.7	Boise	75.2	71.2	74.0	73.5
Cleveland	77.3	76.5	77.9	77.3						Cheyenne	70.5	68.3	71.1	66.1
Detroit	70.8	62.7	72.7	74.4	SDN 6	76.9	77.1	75.4	74.2	Denver	66.1	69.2	81.5	<b>62.8</b>
Indianapolis	76.6	80.5	72.3	71.5	Chicago	87.8	80.0	72.4	68.3	Ft. Harrison	74.1	75.8	67.4	68.8
Newark	70.5	73.2	68.5	68.1	Des Moines	80.2	78.9	75.5	81.3	Portland	73.3	65.5	67.0	69.4
Philadelphia	78.8	82.6	77.2	75.8	Fargo	77.7	79.9	75.7	81.9	Salt Lake City	74.3	61.6	79.8	72.1
Pittsburgh	71.1	80.0	79.1	78.3	Lincoln	73.5	74.2	79.4	77.6	Seattle	83.6	71.6	81.8	<b>69.7</b>
Wilmington	79.8	72.6	75.2	79.2	Milwaukee	75.4	76.5	77.0	75.6					
					St. Louis	70.8	73.7	77.3	72.2	SDN 9	72.9	74.5	74.0	70.8
SDN 3	75.3	77.8	78.0	77.3	St. Paul	70.7	78.8	77.5	77.8	Honolulu	80.1	76.9	79.9	75.6
Baltimore	81.8	70.2	75.8	78.5	Sioux Falls	80.7	82.5	72.3	73.8	Los Angeles	75.4	71.7	69.9	63.6
Huntington	77.1	75.2	75.0	79.7	Wichita	80.8	69.4	71.1	76.1	Oakland	70.9	77.4	78.5	71.0
Louisville	68.2	76.2	74.6	77.7						Phoenix	69.5	63.1	63.8	73.2
Roanoke	78.3	84.5	82.4	77.9						Reno	67.7	77.6	77.1	70.1
Washington	69.0	76.1	75.6	69.0						San Diego	71.9	81.1	79.4	79.7

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## SUPPORTING MATERIALS

### PERCENT FOR WHOM VA ACCESSED INFORMATION MUCH BETTER THAN EXPECTED, BETTER THAN EXPECTED, OR JUST AS EXPECTED

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	73.7	74.7	73.3	72.5										
SDN 1	74.3	72.1	72.2	73.8	SDN 4	76.1	72.9	73.2	74.5	SDN 7	75.5	76.1	72.7	72.3
Boston	74.4	81.9	83.6	79.5	Atlanta	66.7	68.3	73.9	76.5	Houston	76.5	80.9	73.5	74.2
Buffalo	77.2	66.0	71.7	69.6	Columbia	77.4	71.1	77.2	70.9	Little Rock	73.4	75.8	79.6	70.1
Hartford	80.6	67.7	69.7	77.5	Nashville	70.5	75.2	61.5	70.5	Muskogee	72.9	74.1	77.3	72.7
Manchester	69.2	69.0	76.4	69.9	Winston-Salem	82.6	73.8	77.0	76.9	New Orleans	81.3	77.5	75.0	73.7
New York	68.8	67.7	66.9	70.6						Waco	72.7	70.1	65.2	71.9
Providence	74.7	78.6	73.0	78.0	SDN 5	75.1	76.7	72.5	74.5					
Togus	73.9	71.7	69.8	74.6	Jackson	70.9	66.3	66.9	69.6	SDN 8	73.6	71.2	69.8	67.7
White River Junction	72.6	73.8	66.9	65.9	Montgomery	56.9	77.2	71.7	78.9	Albuquerque	77.9	70.0	69.2	72.8
					St. Petersburg	75.3	71.7	69.4	71.9	Anchorage	66.3	67.3	65.4	61.9
SDN 2	68.7	75.6	74.8	71.7	San Juan	88.2	86.8	80.7	82.4	Boise	75.0	70.1	73.2	70.5
Cleveland	65.6	73.8	75.9	72.3						Cheyenne	69.1	65.9	63.2	65.8
Detroit	56.9	62.1	72.3	71.3	SDN 6	74.5	75.7	74.2	73.8	Denver	66.4	74.3	74.6	68.6
Indianapolis	76.6	82.5	69.9	71.8	Chicago	83.1	77.7	71.7	70.0	Ft. Harrison	68.7	70.6	65.9	70.5
Newark	65.8	74.1	70.7	71.4	Des Moines	85.5	73.2	74.8	78.6	Portland	70.6	65.5	60.7	65.4
Philadelphia	78.3	81.4	75.2	74.2	Fargo	71.0	76.6	71.9	78.4	Salt Lake City	64.8	62.3	76.2	75.2
Pittsburgh	73.6	76.8	79.0	<b>67.6</b>	Lincoln	75.5	74.3	80.4	73.9	Seattle	81.7	74.7	73.9	62.0
Wilmington	77.8	74.1	71.2	78.1	Milwaukee	62.9	75.2	72.8	75.8					
					St. Louis	69.0	73.7	75.9	74.0	SDN 9	70.0	76.7	74.2	70.3
SDN 3	76.0	73.2	76.9	73.9	St. Paul	76.0	75.3	75.2	72.6	Honolulu	74.3	73.5	80.5	72.2
Baltimore	74.4	70.5	71.9	74.0	Sioux Falls	84.5	80.8	72.9	71.3	Los Angeles	69.4	74.6	66.4	61.1
Huntington	76.7	73.4	77.5	74.8	Wichita	78.7	69.4	73.8	79.4	Oakland	67.7	80.0	80.7	72.7
Louisville	68.8	72.1	75.2	73.6						Phoenix	67.2	61.4	67.3	77.0
Roanoke	80.5	79.2	80.2	75.0						Reno	70.0	79.2	76.1	66.7
Washington	74.7	63.6	72.3	68.8						San Diego	72.1	86.4	78.0	75.6

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

# **COMMUNICATIONS ISSUES: PHONE** **PERCENT WHO WERE CONTACTED BY VA ABOUT CLAIM**

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation				15.6										
SDN 1				15.5	SDN 4			16.4		SDN 7				16.0
Boston				12.4	Atlanta			12.8		Houston				12.8
Buffalo				12.2	Columbia			21.2		Little Rock				19.0
Hartford				15.8	Nashville			16.5		Muskogee				15.1
Manchester				14.8	Winston-Salem			16.9		New Orleans				13.0
New York				18.0						Waco				18.9
Providence				15.4	SDN 5			13.3						
Togus				16.8	Jackson			13.7		SDN 8				15.8
White River Junction				20.4	Montgomery			13.9		Albuquerque				10.7
					St. Petersburg			12.4		Anchorage				15.7
SDN 2				18.0	San Juan			13.5		Boise				12.9
Cleveland				19.2						Cheyenne				12.5
Detroit				19.5	SDN 6			14.6		Denver				12.8
Indianapolis				14.2	Chicago			15.4		Ft. Harrison				13.5
Newark				13.6	Des Moines			17.3		Portland				19.5
Philadelphia				16.0	Fargo			15.5		Salt Lake City				21.3
Pittsburgh				26.0	Lincoln			9.6		Seattle				20.2
Wilmington				10.8	Milwaukee			17.1						
					St. Louis			11.0		SDN 9				16.2
SDN 3				15.5	St. Paul			16.6		Honolulu				12.7
Baltimore				18.1	Sioux Falls			14.9		Los Angeles				17.6
Huntington				11.0	Wichita			13.4		Oakland				14.6
Louisville				15.9						Phoenix				15.9
Roanoke				16.0						Reno				15.8
Washington				15.4						San Diego				17.0

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: PHONE

### PERCENT WHO DID NOT TRY REACHING VA BY PHONE

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	46.1	47.1	47.8	<b>46.6</b>										
SDN 1	42.9	47.4	46.0	45.9	SDN 4	50.6	50.6	47.5	48.1	SDN 7	46.9	48.2	48.8	48.0
Boston	42.5	47.8	51.5	53.3	Atlanta	54.2	49.2	43.4	43.9	Houston	46.1	46.5	49.1	49.0
Buffalo	49.4	53.3	50.1	47.0	Columbia	48.6	57.7	49.6	51.5	Little Rock	50.6	48.6	49.0	<b>41.3</b>
Hartford	43.3	40.7	48.6	45.0	Nashville	48.7	47.9	47.9	43.7	Muskogee	49.4	53.3	49.8	46.7
Manchester	47.8	51.6	54.4	52.0	Winston-Salem	51.1	49.5	50.7	52.3	New Orleans	52.0	50.5	56.3	51.3
New York	40.4	46.1	40.9	38.3						Waco	43.2	45.8	44.4	48.5
Providence	35.2	38.1	40.0	41.7	SDN 5	48.0	49.6	46.9	45.7					
Togus	46.2	48.8	47.1	53.9	Jackson	44.5	52.2	50.1	50.6	SDN 8	42.7	43.3	45.5	44.5
White River Junction	46.5	48.2	52.1	50.9	Montgomery	45.2	47.9	51.7	50.5	Albuquerque	47.9	48.0	47.9	50.1
					St. Petersburg	47.9	48.1	43.4	40.9	Anchorage	40.6	39.0	39.8	42.7
SDN 2	43.0	43.9	47.2	46.0	San Juan	53.6	53.3	48.0	52.5	Boise	45.2	49.6	55.2	<b>47.8</b>
Cleveland	41.7	46.1	46.1	47.1						Cheyenne	46.9	48.6	51.1	50.0
Detroit	50.2	39.9	51.1	47.1	SDN 6	53.6	52.2	54.7	52.7	Denver	42.1	43.5	48.4	<b>40.5</b>
Indianapolis	48.9	49.7	50.3	48.3	Chicago	46.4	46.6	48.9	47.1	Ft. Harrison	48.1	46.1	44.4	44.4
Newark	36.0	34.7	46.6	41.8	Des Moines	51.9	52.7	52.6	51.3	Portland	40.4	34.8	39.7	44.4
Philadelphia	37.3	42.7	45.0	41.9	Fargo	59.2	58.3	61.6	62.2	Salt Lake City	39.4	40.8	43.0	40.4
Pittsburgh	46.7	49.3	48.1	47.0	Lincoln	60.0	54.9	58.3	57.8	Seattle	40.1	42.9	42.0	41.6
Wilmington	50.1	39.8	50.0	52.5	Milwaukee	51.1	53.8	53.2	56.9					
					St. Louis	51.8	49.7	53.5	48.8	SDN 9	41.4	43.9	46.0	43.2
SDN 3	42.0	40.6	46.4	43.5	St. Paul	58.6	61.5	60.8	61.0	Honolulu	43.7	51.3	54.1	49.3
Baltimore	35.8	37.2	41.5	40.1	Sioux Falls	59.3	56.9	61.4	59.4	Los Angeles	33.7	37.8	44.9	40.9
Huntington	47.6	40.0	47.2	46.6	Wichita	59.6	51.9	57.7	<b>44.7</b>	Oakland	49.2	47.6	50.5	45.7
Louisville	44.2	43.4	49.5	48.9						Phoenix	37.9	42.1	42.1	38.7
Roanoke	43.2	42.1	49.0	44.2						Reno	42.3	41.2	38.3	42.5
Washington	38.7	34.3	38.1	33.7						San Diego	40.2	46.8	43.4	43.5

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: PHONE

### PERCENT WHO THOUGHT IT WAS VERY OR SOMEWHAT EASY TO GET THROUGH TO VA BY PHONE

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	55.9	51.5	52.6	<b>50.1</b>										
SDN 1	63.7	56.8	52.7	52.1	SDN 4	55.0	47.4	49.9	48.8	SDN 7	53.1	48.3	52.3	51.9
Boston	63.0	54.8	48.5	54.7	Atlanta	48.4	51.1	40.5	34.9	Houston	41.3	40.3	41.1	42.6
Buffalo	55.1	58.3	52.4	50.0	Columbia	50.5	43.4	58.1	57.1	Little Rock	53.3	48.6	47.9	45.1
Hartford	64.0	58.0	62.7	<b>50.7</b>	Nashville	48.7	45.5	53.2	53.0	Muskogee	62.0	51.6	53.9	57.3
Manchester	64.5	61.3	54.0	50.5	Winston-Salem	56.3	46.1	51.4	52.0	New Orleans	46.0	40.0	57.0	54.8
New York	62.3	54.2	47.9	49.0						Waco	54.9	53.1	59.3	57.0
Providence	56.4	57.2	55.1	56.5	SDN 5	47.7	45.3	51.8	51.7					
Togus	74.5	65.9	65.3	57.9	Jackson	65.3	57.9	48.8	41.5	SDN 8	57.7	55.9	52.3	<b>47.2</b>
White River Junction	60.9	58.3	58.3	52.5	Montgomery	37.5	42.2	51.9	49.3	Albuquerque	55.3	55.1	44.6	48.6
					St. Petersburg	42.0	41.1	52.9	54.5	Anchorage	48.3	52.1	47.4	41.1
SDN 2	60.3	55.1	56.0	53.0	San Juan	52.0	49.7	52.0	53.6	Boise	60.1	63.5	60.6	<b>48.9</b>
Cleveland	71.5	54.7	53.7	55.8						Cheyenne	64.3	63.8	63.4	<b>53.4</b>
Detroit	54.7	55.7	58.3	53.0	SDN 6	62.4	60.7	56.4	<b>51.6</b>	Denver	61.5	50.5	53.5	48.0
Indianapolis	66.9	62.2	58.5	59.2	Chicago	57.4	55.1	51.6	53.8	Ft. Harrison	62.0	57.7	55.8	51.8
Newark	35.7	34.6	38.5	37.4	Des Moines	56.3	59.5	55.3	56.7	Portland	59.5	57.1	50.0	42.9
Philadelphia	52.6	63.7	57.4	51.3	Fargo	71.1	66.1	67.8	<b>57.1</b>	Salt Lake City	69.7	63.6	64.0	58.8
Pittsburgh	61.1	56.1	64.0	56.0	Lincoln	66.3	55.6	65.1	<b>51.9</b>	Seattle	37.7	45.3	43.6	41.5
Wilmington	55.7	63.2	64.9	<b>51.1</b>	Milwaukee	67.4	60.4	61.4	51.6					
					St. Louis	58.5	65.0	50.0	41.2	SDN 9	55.5	52.1	50.2	46.4
SDN 3	49.0	43.0	51.5	<b>46.4</b>	St. Paul	66.0	65.1	60.3	56.0	Honolulu	58.6	60.0	54.7	47.7
Baltimore	52.8	48.3	56.3	47.7	Sioux Falls	72.9	73.6	69.9	<b>59.0</b>	Los Angeles	57.8	57.0	47.8	43.8
Huntington	63.9	60.2	67.4	<b>51.6</b>	Wichita	55.1	57.3	51.8	49.5	Oakland	59.6	53.3	48.7	41.9
Louisville	58.2	59.8	59.1	<b>49.1</b>						Phoenix	31.6	45.1	46.1	49.6
Roanoke	41.0	28.1	44.7	47.6						Reno	56.9	57.6	54.3	53.2
Washington	32.3	28.4	33.1	34.0						San Diego	53.4	44.6	56.4	49.1

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: PHONE

### AVERAGE AMOUNT OF TIME A VETERAN SPENT WAITING TO SPEAK WITH VA ON THE PHONE (MINUTES)

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	4.8	5.5	5.5	<b>5.8</b>										
SDN 1	4.3	4.8	5.3	5.1	SDN 4	4.8	5.4	5.6	5.8	SDN 7	5.0	5.3	5.4	<b>5.9</b>
Boston	4.2	4.6	5.9	4.9	Atlanta	5.7	6.8	7.3	7.8	Houston	7.2	5.6	6.8	8.1
Buffalo	4.7	4.7	5.4	5.7	Columbia	4.9	5.1	4.7	4.6	Little Rock	4.8	5.9	6.1	6.4
Hartford	3.7	3.9	4.4	4.6	Nashville	5.2	5.2	4.7	<b>5.7</b>	Muskogee	3.8	5.1	4.8	5.3
Manchester	3.8	4.9	5.5	5.5	Winston-Salem	4.3	4.6	5.5	4.9	New Orleans	4.9	6.2	4.5	5.1
New York	4.6	5.2	5.3	5.1						Waco	4.4	4.7	4.9	4.9
Providence	5.0	5.3	5.5	5.7	SDN 5	5.4	6.6	5.8	5.8					
Togus	3.8	3.9	3.7	4.6	Jackson	4.2	4.8	5.9	6.4	SDN 8	4.4	4.9	5.3	<b>5.8</b>
White River Junction	4.4	4.4	4.9	4.8	Montgomery	6.1	6.8	5.9	5.9	Albuquerque	4.1	4.9	5.0	<b>6.3</b>
					St. Petersburg	5.3	6.8	5.3	5.5	Anchorage	6.1	5.9	5.5	<b>6.7</b>
SDN 2	4.7	5.4	5.1	5.3	San Juan	5.9	6.6	6.8	6.5	Boise	4.1	4.0	4.3	<b>5.5</b>
Cleveland	3.5	5.6	5.4	4.9						Cheyenne	3.5	4.3	3.7	<b>4.8</b>
Detroit	4.8	5.2	5.2	5.4	SDN 6	4.0	4.7	5.0	<b>5.6</b>	Denver	4.2	5.8	5.8	5.7
Indianapolis	3.5	4.8	4.5	5.0	Chicago	4.3	5.5	6.3	6.3	Ft. Harrison	3.8	4.5	4.3	4.4
Newark	8.2	7.1	7.5	7.5	Des Moines	3.9	4.6	4.0	4.4	Portland	3.9	4.6	4.9	<b>6.3</b>
Philadelphia	5.2	5.1	5.0	5.1	Fargo	3.2	3.8	3.5	<b>5.1</b>	Salt Lake City	3.9	4.0	4.0	<b>5.0</b>
Pittsburgh	4.6	4.5	3.9	4.7	Lincoln	4.2	4.9	4.6	5.2	Seattle	5.8	5.4	7.0	6.4
Wilmington	3.8	4.0	4.4	4.9	Milwaukee	3.5	4.5	4.2	<b>5.3</b>					
					St. Louis	4.3	4.4	5.0	6.2	SDN 9	5.2	5.3	5.7	6.0
SDN 3	5.6	6.7	5.9	6.3	St. Paul	3.8	4.3	4.5	4.9	Honolulu	4.6	4.6	4.8	5.1
Baltimore	4.5	6.1	5.7	6.2	Sioux Falls	3.1	3.3	4.0	5.1	Los Angeles	5.0	5.7	5.6	6.0
Huntington	4.6	4.5	4.0	<b>4.9</b>	Wichita	3.9	5.2	6.0	6.3	Oakland	4.6	4.8	6.0	6.7
Louisville	5.3	4.9	5.0	5.4						Phoenix	7.1	5.9	6.0	6.4
Roanoke	6.2	8.2	6.5	6.5						Reno	4.4	4.9	5.6	5.6
Washington	6.3	9.2	8.5	8.2						San Diego	4.8	5.7	5.4	5.5

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: PHONE

### AVERAGE AMOUNT OF TIME A VETERAN THOUGHT WAS REASONABLE TO WAIT TO SPEAK WITH VA ON THE PHONE (MINUTES)

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	3.5	3.8	3.9	3.9										
SDN 1	3.4	3.6	3.6	3.7	SDN 4	3.4	3.7	4.1	4.1	SDN 7	3.7	3.6	4.0	4.0
Boston	3.3	3.4	3.8	3.9	Atlanta	3.5	4.1	4.6	4.4	Houston	4.1	3.3	4.3	4.5
Buffalo	3.7	3.6	3.6	3.9	Columbia	3.6	4.0	3.8	3.8	Little Rock	3.7	4.0	4.1	4.2
Hartford	3.3	3.8	3.5	3.8	Nashville	3.4	3.5	3.9	4.2	Muskogee	3.3	3.7	3.6	4.0
Manchester	3.4	3.7	4.2	3.8	Winston-Salem	3.3	3.3	4.0	4.0	New Orleans	4.0	4.2	4.0	4.3
New York	3.2	3.6	3.5	3.6						Waco	3.5	3.5	4.1	3.7
Providence	3.8	4.0	4.4	4.0	SDN 5	3.5	4.2	4.1	4.0					
Togus	3.5	3.2	3.1	3.3	Jackson	3.2	3.7	3.9	4.4	SDN 8	3.3	3.6	3.6	<b>3.9</b>
White River Junction	3.3	3.5	4.0	3.5	Montgomery	3.5	3.9	3.9	3.9	Albuquerque	3.1	4.0	3.6	<b>4.6</b>
					St. Petersburg	3.6	4.3	3.9	3.7	Anchorage	3.7	3.4	3.5	<b>4.1</b>
SDN 2	3.5	3.8	3.9	3.7	San Juan	3.6	4.5	4.9	4.8	Boise	3.2	3.3	3.6	4.1
Cleveland	3.2	3.5	4.0	3.7						Cheyenne	3.1	3.5	3.1	3.6
Detroit	3.4	3.9	3.9	3.8	SDN 6	3.4	3.5	3.7	3.8	Denver	3.3	4.0	4.0	3.8
Indianapolis	3.0	4.1	3.4	3.4	Chicago	3.3	3.4	3.9	3.9	Ft. Harrison	3.3	3.5	3.5	3.3
Newark	4.3	4.1	4.1	3.7	Des Moines	3.2	3.5	3.5	3.7	Portland	3.2	3.6	3.9	4.2
Philadelphia	3.8	4.1	4.0	3.7	Fargo	3.3	3.5	3.2	3.9	Salt Lake City	3.2	3.3	3.1	3.5
Pittsburgh	3.6	3.6	3.5	3.7	Lincoln	3.6	3.5	3.5	3.6	Seattle	3.7	3.6	3.9	3.7
Wilmington	3.1	3.6	3.5	3.7	Milwaukee	3.2	3.9	3.4	3.2					
					St. Louis	3.9	3.4	3.9	4.0	SDN 9	3.6	3.6	3.9	4.0
SDN 3	3.6	4.0	4.0	4.0	St. Paul	3.3	3.4	3.5	3.4	Honolulu	3.5	3.9	3.8	3.4
Baltimore	3.3	4.0	3.9	3.9	Sioux Falls	3.2	3.2	3.5	3.9	Los Angeles	3.7	3.8	4.1	4.0
Huntington	3.5	3.5	3.6	3.9	Wichita	2.9	3.8	3.7	<b>4.3</b>	Oakland	3.3	3.5	3.9	4.0
Louisville	3.9	3.9	4.1	4.2						Phoenix	3.8	3.8	3.8	<b>4.4</b>
Roanoke	3.5	4.1	4.1	3.9						Reno	3.6	3.6	3.9	3.8
Washington	3.6	4.0	4.3	4.2						San Diego	3.5	3.7	3.6	3.4

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: PHONE

### AVERAGE NUMBER OF TIMES A VETERAN CONTACTED VA BY PHONE

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	4.1	4.1	4.0	<b>3.9</b>										
SDN 1	3.9	4.1	4.0	3.9	SDN 4	3.9	4.0	4.0	3.9	SDN 7	4.1	4.2	4.0	<b>3.8</b>
Boston	3.8	4.1	3.8	3.7	Atlanta	4.1	4.3	4.6	4.1	Houston	4.9	4.1	4.2	<b>3.6</b>
Buffalo	4.0	4.2	3.9	4.0	Columbia	3.8	3.7	3.9	3.8	Little Rock	4.3	3.9	4.2	4.1
Hartford	4.0	3.8	4.0	3.8	Nashville	3.9	3.9	3.5	<b>4.3</b>	Muskogee	3.9	4.0	3.8	3.8
Manchester	4.0	3.8	3.7	3.5	Winston-Salem	3.7	3.9	4.0	3.6	New Orleans	4.0	4.5	3.9	4.0
New York	4.0	4.4	4.1	4.2						Waco	3.7	4.3	4.0	3.8
Providence	4.2	4.0	4.0	4.0	SDN 5	4.0	4.2	4.3	<b>3.9</b>					
Togus	3.6	3.9	4.0	<b>3.2</b>	Jackson	3.9	4.1	4.0	4.0	SDN 8	4.2	4.1	4.0	3.9
White River Junction	4.0	3.6	3.7	3.6	Montgomery	4.5	4.5	4.6	<b>3.9</b>	Albuquerque	4.2	4.3	4.1	3.8
					St. Petersburg	4.0	4.1	4.6	<b>3.9</b>	Anchorage	4.8	4.6	4.8	4.5
SDN 2	3.9	4.1	3.9	4.1	San Juan	3.8	3.9	3.7	3.5	Boise	3.9	3.9	3.8	3.6
Cleveland	3.5	4.1	3.9	4.2						Cheyenne	4.3	4.2	4.0	3.7
Detroit	4.3	4.2	3.6	<b>4.2</b>	SDN 6	4.0	4.0	3.6	<b>3.9</b>	Denver	4.1	4.2	3.8	4.1
Indianapolis	3.8	4.2	4.2	3.8	Chicago	4.1	4.3	3.9	4.5	Ft. Harrison	4.9	4.5	4.1	3.9
Newark	4.3	4.3	4.1	4.6	Des Moines	4.0	3.9	3.3	3.6	Portland	4.7	4.1	4.2	4.4
Philadelphia	4.2	3.9	4.1	3.8	Fargo	3.2	3.8	3.7	3.3	Salt Lake City	3.8	3.9	3.2	3.5
Pittsburgh	3.9	3.8	3.8	3.9	Lincoln	3.8	3.8	3.5	3.3	Seattle	4.0	4.2	4.1	3.7
Wilmington	3.9	3.9	4.0	3.7	Milwaukee	4.0	4.2	3.4	3.7					
					St. Louis	4.3	4.1	3.7	3.9	SDN 9	4.4	4.3	4.0	4.0
SDN 3	4.2	3.9	3.9	4.0	St. Paul	3.7	3.8	3.2	3.5	Honolulu	4.1	4.2	3.9	4.3
Baltimore	4.2	3.9	3.9	4.2	Sioux Falls	3.5	3.5	3.5	3.6	Los Angeles	4.6	4.6	4.2	4.3
Huntington	4.2	4.5	4.0	4.1	Wichita	3.9	3.8	3.5	3.9	Oakland	4.5	4.1	3.8	4.2
Louisville	4.4	3.7	4.0	3.7						Phoenix	4.3	4.7	4.4	3.9
Roanoke	4.1	3.7	3.8	3.9						Reno	4.5	4.6	4.0	4.0
Washington	4.2	4.2	4.3	4.6						San Diego	3.9	4.1	3.9	3.7

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.



## COMMUNICATIONS ISSUES: PHONE

### PERCENT WHO THOUGHT VA EMPLOYEES WERE VERY OR SOMEWHAT COURTEOUS OVER THE PHONE

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	83.1	83.1	83.5	<b>82.1</b>										
SDN 1	85.4	84.7	82.0	81.6	SDN 4	80.4	79.7	82.5	84.6	SDN 7	82.1	82.2	82.3	81.7
Boston	81.8	83.1	79.9	84.6	Atlanta	73.0	76.1	75.7	75.4	Houston	78.3	78.8	80.3	76.2
Buffalo	86.6	89.0	85.1	78.1	Columbia	82.8	76.0	84.9	89.8	Little Rock	82.7	83.5	82.3	77.5
Hartford	88.8	85.8	85.6	86.6	Nashville	79.6	83.0	87.7	90.4	Muskogee	84.7	82.9	84.5	83.6
Manchester	87.8	88.6	88.1	87.8	Winston-Salem	81.6	81.7	83.0	83.5	New Orleans	76.9	81.5	76.7	<b>87.0</b>
New York	83.9	82.0	75.6	77.8						Waco	84.9	82.2	85.3	82.5
Providence	84.9	81.7	85.9	87.5	SDN 5	84.5	84.0	83.0	82.8					
Togus	89.5	88.5	92.1	<b>82.0</b>	Jackson	83.7	82.9	82.2	84.4	SDN 8	82.8	84.7	83.8	<b>80.9</b>
White River Junction	86.5	87.2	89.2	87.9	Montgomery	85.7	83.0	84.0	83.4	Albuquerque	83.3	82.0	80.8	79.8
					St. Petersburg	83.6	84.6	83.6	82.0	Anchorage	76.6	77.2	78.0	74.8
SDN 2	83.0	82.5	83.9	81.7	San Juan	86.2	85.1	79.1	83.3	Boise	84.1	83.1	84.2	85.9
Cleveland	83.2	79.1	83.3	79.8						Cheyenne	78.2	82.2	83.1	77.7
Detroit	78.4	82.4	83.4	82.4	SDN 6	83.4	84.4	84.5	82.0	Denver	82.5	83.7	84.7	77.4
Indianapolis	86.8	83.9	82.6	81.1	Chicago	83.7	77.8	83.9	80.7	Ft. Harrison	85.4	81.4	85.4	82.3
Newark	75.8	82.4	81.0	74.2	Des Moines	86.4	86.9	84.7	84.8	Portland	84.6	85.0	86.0	85.8
Philadelphia	86.1	86.5	81.8	86.9	Fargo	88.8	84.4	80.0	82.5	Salt Lake City	87.5	83.6	91.8	90.8
Pittsburgh	88.8	82.3	87.9	82.6	Lincoln	85.6	84.2	87.2	83.2	Seattle	83.1	84.4	82.1	79.2
Wilmington	88.5	87.0	85.6	82.3	Milwaukee	85.1	90.2	87.3	88.3					
					St. Louis	75.6	83.0	82.8	75.4	SDN 9	82.2	82.9	84.4	<b>79.5</b>
SDN 3	85.2	84.2	86.6	84.2	St. Paul	89.6	90.7	87.2	84.2	Honolulu	81.3	84.5	81.8	79.3
Baltimore	82.8	83.0	84.3	80.2	Sioux Falls	82.7	85.4	87.6	85.2	Los Angeles	82.2	78.7	86.0	<b>77.6</b>
Huntington	86.3	87.1	90.4	88.0	Wichita	88.5	85.3	79.4	81.5	Oakland	77.4	85.1	83.7	<b>75.2</b>
Louisville	84.8	84.1	84.6	86.8						Phoenix	86.2	84.0	78.8	80.0
Roanoke	87.5	84.5	89.2	86.1						Reno	80.9	81.3	85.4	87.4
Washington	81.2	81.2	82.6	75.8						San Diego	84.2	84.5	88.7	83.6

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: PHONE

### PERCENT WHO WERE ABLE TO GET INFORMATION ABOUT THEIR CLAIM OVER THE PHONE (OF THOSE WHO NEEDED CLAIM INFORMATION)

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	68.8	66.5	67.1	<b>65.6</b>										
SDN 1	72.4	66.7	65.8	65.6	SDN 4	66.8	62.3	63.9	65.6	SDN 7	67.1	62.8	67.6	68.1
Boston	72.7	68.0	64.9	60.9	Atlanta	55.9	54.1	62.0	56.6	Houston	64.8	62.3	60.4	68.7
Buffalo	63.5	63.3	65.4	61.8	Columbia	65.3	60.3	66.7	74.7	Little Rock	73.1	71.2	63.9	63.1
Hartford	77.2	69.9	72.4	75.2	Nashville	61.5	69.6	61.4	68.5	Muskogee	67.9	63.9	66.8	70.1
Manchester	74.7	70.1	68.1	67.4	Winston-Salem	77.5	64.1	64.9	65.3	New Orleans	68.0	61.4	70.8	67.5
New York	71.7	62.7	59.9	61.4						Waco	64.4	57.8	71.1	67.6
Providence	71.9	67.4	68.5	71.3	SDN 5	70.8	69.0	68.3	<b>64.7</b>					
Togus	73.2	71.9	74.6	72.7	Jackson	76.5	66.1	66.5	<b>56.5</b>	SDN 8	68.1	68.1	65.5	66.5
White River Junction	77.4	73.0	72.3	78.2	Montgomery	53.8	65.5	67.6	63.6	Albuquerque	64.4	59.5	63.8	58.1
					St. Petersburg	71.9	66.1	67.7	65.7	Anchorage	56.0	57.8	54.6	54.7
SDN 2	68.4	69.1	68.2	64.9	San Juan	74.2	78.2	67.9	67.5	Boise	66.4	64.5	62.2	65.4
Cleveland	73.7	74.4	67.0	62.5						Cheyenne	63.5	58.9	60.8	65.2
Detroit	59.9	63.7	70.4	65.6	SDN 6	70.8	67.9	70.8	<b>65.1</b>	Denver	71.5	66.0	69.3	60.7
Indianapolis	73.4	66.1	68.0	67.5	Chicago	70.1	61.8	67.3	60.9	Ft. Harrison	70.3	65.1	61.1	61.5
Newark	58.2	56.9	59.5	<b>50.0</b>	Des Moines	77.6	72.5	75.8	69.0	Portland	68.7	76.2	63.9	68.4
Philadelphia	66.2	71.8	63.6	67.0	Fargo	70.4	78.4	69.5	70.1	Salt Lake City	74.7	72.0	78.8	75.7
Pittsburgh	72.9	70.6	75.2	75.1	Lincoln	72.8	64.4	75.1	70.3	Seattle	65.6	61.3	66.4	69.4
Wilmington	73.4	72.0	65.8	64.4	Milwaukee	67.9	76.0	73.5	70.1					
					St. Louis	66.5	66.1	66.5	57.5	SDN 9	66.2	63.7	66.4	64.5
SDN 3	69.7	69.1	67.3	64.5	St. Paul	73.1	68.5	75.7	73.5	Honolulu	63.7	64.2	62.6	67.5
Baltimore	69.3	65.6	65.5	65.0	Sioux Falls	75.3	68.3	70.3	62.9	Los Angeles	62.3	59.2	65.5	63.4
Huntington	77.5	71.0	75.2	70.0	Wichita	75.0	66.5	69.2	66.4	Oakland	67.0	66.1	67.8	58.9
Louisville	59.6	68.2	61.6	60.7						Phoenix	60.6	58.9	61.0	68.2
Roanoke	76.3	71.8	70.3	65.5						Reno	68.4	67.7	71.0	64.3
Washington	62.6	65.3	59.7	58.3						San Diego	67.9	62.0	68.6	68.2

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: PHONE

### PERCENT WHO GOT ALL OR MOST OF WHAT THEY NEEDED TO KNOW THROUGH THEIR PHONE CONTACT WITH VA

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	49.9	48.8	48.8	<b>46.0</b>										
SDN 1	53.4	48.7	46.9	47.7	SDN 4	48.8	45.9	42.7	44.8	SDN 7	45.8	46.1	49.6	48.7
Boston	51.7	48.1	46.7	44.3	Atlanta	38.1	37.1	40.7	38.6	Houston	42.7	47.3	42.5	47.5
Buffalo	46.6	48.6	45.5	45.6	Columbia	47.2	46.0	46.2	50.0	Little Rock	47.8	54.0	51.2	<b>38.4</b>
Hartford	59.2	53.1	50.0	56.5	Nashville	45.5	50.5	39.6	47.8	Muskogee	47.7	51.9	54.1	53.8
Manchester	52.4	55.5	52.4	49.3	Winston-Salem	55.8	47.8	43.7	43.4	New Orleans	45.5	38.2	49.4	51.0
New York	49.2	41.8	43.2	41.6						Waco	43.4	39.7	50.6	48.8
Providence	51.6	50.9	46.8	51.0	SDN 5	44.9	49.7	46.0	<b>42.1</b>					
Togus	63.8	53.1	52.1	52.8	Jackson	49.5	47.5	40.8	36.1	SDN 8	50.6	48.8	50.4	47.4
White River Junction	54.1	57.1	57.3	57.7	Montgomery	34.0	44.7	44.0	43.3	Albuquerque	45.5	41.7	44.1	35.3
					St. Petersburg	41.5	49.7	48.7	41.8	Anchorage	41.4	39.4	40.3	38.1
SDN 2	52.5	52.8	51.5	<b>46.4</b>	San Juan	54.5	54.7	41.7	45.0	Boise	50.8	52.9	43.0	46.4
Cleveland	58.4	55.9	52.9	45.0						Cheyenne	44.4	43.3	45.7	46.6
Detroit	46.4	45.9	53.3	47.1	SDN 6	53.4	52.8	53.4	<b>46.5</b>	Denver	51.4	46.9	50.0	47.8
Indianapolis	57.8	51.6	52.0	51.2	Chicago	53.2	45.5	48.4	41.7	Ft. Harrison	54.3	49.8	49.2	45.9
Newark	43.9	39.0	38.0	32.8	Des Moines	60.6	60.1	56.7	52.8	Portland	52.7	55.1	51.0	48.2
Philadelphia	48.3	60.7	45.5	46.2	Fargo	56.9	53.8	54.8	55.7	Salt Lake City	61.6	53.7	66.7	<b>53.6</b>
Pittsburgh	54.1	52.9	59.5	55.9	Lincoln	61.9	52.2	60.8	54.6	Seattle	48.1	44.9	52.6	49.2
Wilmington	55.3	53.5	46.1	43.4	Milwaukee	49.1	58.9	60.5	<b>48.6</b>					
					St. Louis	45.3	51.6	47.0	38.4	SDN 9	51.2	46.9	49.6	<b>45.5</b>
SDN 3	50.9	47.3	49.3	45.6	St. Paul	61.7	59.9	59.0	53.3	Honolulu	44.3	48.2	47.1	46.5
Baltimore	51.0	47.8	50.2	41.8	Sioux Falls	60.1	54.0	56.7	48.3	Los Angeles	50.6	44.7	48.8	42.0
Huntington	56.8	50.9	53.5	48.0	Wichita	51.4	47.4	47.6	46.3	Oakland	49.3	46.8	50.8	<b>39.3</b>
Louisville	45.7	52.7	44.4	48.7						Phoenix	48.0	39.4	45.0	49.8
Roanoke	52.6	44.6	51.4	46.9						Reno	50.2	51.9	52.6	51.1
Washington	47.1	39.1	43.2	38.3						San Diego	55.2	49.7	50.4	51.2

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: IN-PERSON VISIT

### PERCENT WHO DID NOT VISIT A FEDERAL VA OFFICE REGARDING THEIR CLAIM

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	71.1	71.4	73.2	<b>72.4</b>										
SDN 1	67.3	68.1	70.5	69.2	SDN 4	72.3	74.1	75.5	76.6	SDN 7	72.1	71.5	73.3	<b>70.1</b>
Boston	63.1	67.6	65.8	68.9	Atlanta	71.8	76.0	73.4	76.5	Houston	65.6	69.1	65.8	69.1
Buffalo	71.6	78.6	77.2	74.1	Columbia	68.1	70.8	76.1	71.1	Little Rock	72.3	74.4	74.1	<b>67.2</b>
Hartford	70.3	69.2	69.8	68.1	Nashville	74.2	75.9	79.6	76.2	Muskogee	75.1	67.2	73.9	74.9
Manchester	62.8	56.9	61.7	62.1	Winston-Salem	72.2	71.9	73.8	<b>80.1</b>	New Orleans	69.7	70.6	70.5	69.7
New York	65.0	60.8	71.7	67.5						Waco	74.8	73.9	80.2	<b>69.2</b>
Providence	64.1	69.2	63.6	63.7	SDN 5	68.3	67.0	72.0	71.4					
Togus	66.3	70.5	64.6	70.2	Jackson	70.7	74.3	73.6	73.5	SDN 8	69.0	69.5	72.4	72.0
White River Junction	72.5	75.7	74.2	71.4	Montgomery	71.4	72.8	76.8	79.7	Albuquerque	60.1	58.4	61.1	62.6
					St. Petersburg	73.3	73.7	79.3	76.7	Anchorage	57.0	60.6	60.1	60.7
SDN 2	73.6	74.2	74.7	73.7	San Juan	45.8	41.2	41.9	43.0	Boise	67.0	70.3	71.0	68.6
Cleveland	77.6	77.2	74.2	74.2						Cheyenne	66.9	63.7	73.7	68.8
Detroit	71.4	74.3	77.0	75.4	SDN 6	77.3	77.6	79.6	77.9	Denver	66.1	74.6	74.7	75.2
Indianapolis	79.5	76.7	74.9	78.5	Chicago	77.8	74.4	80.2	<b>73.9</b>	Ft. Harrison	71.2	71.2	75.0	73.3
Newark	67.5	68.5	72.8	68.0	Des Moines	83.4	79.4	78.6	79.2	Portland	68.4	71.8	74.9	76.8
Philadelphia	72.1	70.2	73.8	72.1	Fargo	77.1	76.6	78.9	79.6	Salt Lake City	57.5	60.6	60.2	64.3
Pittsburgh	71.7	76.5	74.9	73.0	Lincoln	83.8	84.8	85.9	84.0	Seattle	77.3	71.3	75.6	75.4
Wilmington	63.5	65.6	67.6	66.0	Milwaukee	79.1	81.7	82.0	82.9					
					St. Louis	71.1	74.9	76.5	76.7	SDN 9	65.3	66.9	65.8	67.1
SDN 3	72.8	73.1	72.8	72.8	St. Paul	74.0	76.8	78.7	79.3	Honolulu	39.0	42.3	41.3	42.8
Baltimore	56.3	64.5	61.3	66.0	Sioux Falls	78.7	77.2	81.0	<b>74.6</b>	Los Angeles	64.3	63.6	59.4	65.1
Huntington	82.3	78.3	74.6	76.1	Wichita	76.3	75.4	77.4	76.0	Oakland	75.6	75.6	73.7	71.4
Louisville	81.9	76.6	76.0	79.8						Phoenix	63.4	67.9	70.7	71.5
Roanoke	76.2	75.9	76.7	75.5						Reno	61.8	60.8	63.1	66.1
Washington	61.2	62.3	63.5	57.3						San Diego	53.2	57.6	62.8	63.0

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: IN-PERSON VISIT

### PERCENT WHO THOUGHT THE LOCATION OF THE FEDERAL VA OFFICE WAS VERY OR SOMEWHAT CONVENIENT

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	61.4	62.7	63.4	63.4										
SDN 1	64.9	60.1	60.4	61.9	SDN 4	59.3	62.4	64.4	64.4	SDN 7	61.2	67.3	62.4	<b>67.8</b>
Boston	65.5	55.2	61.3	65.1	Atlanta	62.8	66.3	55.7	60.4	Houston	63.8	63.5	61.5	65.0
Buffalo	73.1	68.1	66.3	64.3	Columbia	64.6	59.2	70.1	62.1	Little Rock	59.1	63.2	59.4	65.3
Hartford	58.0	60.0	62.6	63.2	Nashville	55.2	65.3	65.0	67.5	Muskogee	53.3	58.0	60.9	60.3
Manchester	60.0	71.6	67.1	64.4	Winston-Salem	54.0	57.9	66.9	65.8	New Orleans	65.7	69.3	66.4	71.3
New York	62.6	58.3	54.8	59.7						Waco	60.5	75.7	64.0	70.9
Providence	62.5	64.3	59.1	66.5	SDN 5	64.6	67.0	66.9	65.2					
Togus	62.1	54.1	59.9	52.7	Jackson	72.7	71.7	70.1	<b>55.4</b>	SDN 8	59.0	57.7	57.6	58.0
White River Junction	51.2	53.4	57.6	59.0	Montgomery	59.0	70.5	69.3	73.5	Albuquerque	52.5	62.9	52.6	55.5
					St. Petersburg	63.6	50.9	62.9	65.6	Anchorage	62.3	56.0	57.6	<b>68.6</b>
SDN 2	58.9	58.9	63.5	59.0	San Juan	66.0	76.8	66.4	64.9	Boise	68.8	64.2	64.3	67.1
Cleveland	62.2	62.1	61.6	62.3						Cheyenne	63.3	70.1	63.8	63.0
Detroit	53.2	51.4	64.0	60.5	SDN 6	63.9	64.0	64.7	67.2	Denver	58.8	50.5	56.3	57.0
Indianapolis	66.2	63.2	59.7	57.4	Chicago	61.3	62.7	63.6	65.0	Ft. Harrison	44.4	47.8	56.4	52.4
Newark	60.2	47.8	58.5	48.1	Des Moines	56.1	64.9	73.1	69.9	Portland	59.2	53.7	61.9	50.5
Philadelphia	52.1	66.9	64.5	58.8	Fargo	64.0	60.0	68.2	65.7	Salt Lake City	61.8	51.8	57.4	65.4
Pittsburgh	64.6	54.4	71.6	61.0	Lincoln	65.8	59.2	75.0	72.6	Seattle	55.3	58.3	51.8	55.4
Wilmington	61.8	65.7	74.1	<b>59.5</b>	Milwaukee	64.9	67.8	71.4	70.8					
					St. Louis	60.6	60.6	52.2	<b>66.7</b>	SDN 9	59.4	64.1	65.8	61.9
SDN 3	61.0	57.5	62.9	62.4	St. Paul	70.6	62.3	69.0	66.7	Honolulu	63.2	70.6	73.1	68.0
Baltimore	66.0	55.0	72.3	<b>61.0</b>	Sioux Falls	69.0	76.1	72.5	71.5	Los Angeles	60.0	66.9	59.8	56.2
Huntington	57.8	61.5	69.7	62.0	Wichita	67.0	70.6	63.2	58.2	Oakland	44.3	58.1	68.1	60.6
Louisville	51.6	63.1	56.3	58.6						Phoenix	55.0	52.4	54.7	55.8
Roanoke	64.0	52.2	59.5	66.1						Reno	65.7	69.0	67.8	68.8
Washington	58.1	56.2	60.6	61.7						San Diego	71.3	70.2	76.0	73.1

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: IN-PERSON VISIT

### AVERAGE AMOUNT OF TIME A VETERAN SPENT WAITING FOR AN IN-PERSON INTERVIEW (MINUTES)

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	14.5	15.0	14.5	14.3										
SDN 1	13.6	13.5	13.7	13.8	SDN 4	14.8	15.3	15.1	<b>13.0</b>	SDN 7	15.0	16.1	15.9	15.5
Boston	12.9	14.0	13.8	15.0	Atlanta	15.1	15.9	16.0	14.2	Houston	16.3	17.8	16.7	16.5
Buffalo	13.2	11.7	12.5	12.6	Columbia	13.0	13.4	14.4	13.5	Little Rock	13.3	14.1	14.8	16.1
Hartford	10.6	12.5	13.4	12.7	Nashville	15.4	13.9	13.8	12.4	Muskogee	15.7	16.0	15.7	15.4
Manchester	11.1	11.4	11.2	10.8	Winston-Salem	15.7	16.8	15.4	<b>12.3</b>	New Orleans	16.3	15.5	15.4	15.3
New York	15.4	14.4	14.8	15.4						Waco	13.6	15.9	16.1	14.8
Providence	13.0	14.6	14.0	13.9	SDN 5	17.0	18.2	16.5	16.2					
Togus	13.3	12.8	12.3	12.6	Jackson	13.4	13.8	14.2	13.2	SDN 8	13.6	12.1	13.2	12.9
White River Junction	14.4	14.1	13.2	13.8	Montgomery	16.0	13.7	14.3	12.6	Albuquerque	15.2	14.9	16.9	<b>13.6</b>
					St. Petersburg	13.9	17.1	13.6	14.0	Anchorage	13.3	13.9	13.2	11.8
SDN 2	14.0	14.7	13.6	<b>15.3</b>	San Juan	22.7	22.9	22.1	22.1	Boise	10.6	10.1	11.3	10.1
Cleveland	14.0	14.3	12.5	<b>15.5</b>						Cheyenne	13.3	12.0	13.2	12.5
Detroit	14.9	15.4	12.7	<b>16.6</b>	SDN 6	12.6	12.5	12.2	12.4	Denver	14.7	13.2	13.6	15.5
Indianapolis	11.3	14.2	13.4	13.8	Chicago	12.3	13.8	13.3	12.5	Ft. Harrison	13.3	13.6	12.7	11.2
Newark	16.1	17.0	16.0	17.1	Des Moines	9.5	10.3	10.7	10.4	Portland	13.0	10.4	11.3	12.0
Philadelphia	15.0	13.9	15.3	15.7	Fargo	11.2	12.6	11.6	12.2	Salt Lake City	11.5	9.4	9.8	10.1
Pittsburgh	12.2	15.0	13.7	12.9	Lincoln	12.6	10.7	10.7	9.8	Seattle	14.3	12.3	14.6	13.2
Wilmington	12.7	12.9	13.3	12.8	Milwaukee	14.2	12.6	10.5	13.0					
					St. Louis	13.6	12.7	13.5	13.8	SDN 9	14.2	14.3	14.3	14.1
SDN 3	14.7	15.8	14.7	<b>13.6</b>	St. Paul	11.2	11.0	11.1	11.2	Honolulu	16.8	16.5	15.7	15.5
Baltimore	15.3	16.0	15.0	<b>12.4</b>	Sioux Falls	12.8	11.3	10.3	11.4	Los Angeles	12.2	14.8	15.1	14.2
Huntington	15.0	15.7	12.3	12.2	Wichita	13.1	13.4	13.7	12.8	Oakland	13.9	13.0	13.5	14.2
Louisville	16.1	16.8	16.3	14.6						Phoenix	15.6	16.0	14.3	13.6
Roanoke	14.2	15.7	14.6	13.4						Reno	10.7	11.8	12.6	12.3
Washington	14.4	14.9	15.0	14.5						San Diego	16.3	15.0	14.1	14.3

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: IN-PERSON VISIT

### AVERAGE AMOUNT OF TIME A VETERAN THOUGHT WAS REASONABLE TO WAIT TO SEE A VA EMPLOYEE IN-PERSON (MINUTES)

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	13.3	14.1	13.8	13.8										
SDN 1	13.0	13.2	12.9	13.2	SDN 4	13.1	14.4	14.0	13.8	SDN 7	13.7	15.1	14.9	14.5
Boston	12.7	13.0	13.4	15.0	Atlanta	13.2	14.9	13.8	13.2	Houston	14.2	15.6	14.2	15.0
Buffalo	12.4	12.2	11.6	12.2	Columbia	11.8	13.8	14.0	13.6	Little Rock	12.4	13.7	13.9	14.2
Hartford	12.1	12.9	12.7	12.8	Nashville	13.9	13.1	14.4	13.8	Muskogee	15.1	15.3	14.8	13.2
Manchester	11.4	12.8	13.3	<b>11.8</b>	Winston-Salem	13.6	15.4	14.0	14.4	New Orleans	14.1	15.7	15.2	14.9
New York	14.1	13.9	13.3	13.0						Waco	12.8	14.8	16.1	14.7
Providence	12.4	13.3	14.0	13.4	SDN 5	15.1	16.0	14.9	15.2					
Togus	12.9	12.8	13.0	13.4	Jackson	13.9	13.8	12.7	13.5	SDN 8	12.0	12.2	12.4	12.4
White River Junction	13.6	14.3	12.6	14.2	Montgomery	14.2	14.2	13.8	13.6	Albuquerque	12.9	12.7	13.4	13.3
					St. Petersburg	14.3	15.0	14.0	14.0	Anchorage	11.2	12.4	12.2	11.9
SDN 2	12.5	14.4	13.5	14.0	San Juan	17.6	18.4	17.6	18.4	Boise	11.3	11.5	13.0	12.5
Cleveland	11.4	13.5	12.9	14.1						Cheyenne	11.3	12.6	12.0	12.5
Detroit	12.9	14.8	14.2	14.9	SDN 6	12.8	13.0	12.7	12.9	Denver	11.7	13.4	12.5	12.8
Indianapolis	12.9	15.3	14.1	12.9	Chicago	13.7	14.0	13.1	12.8	Ft. Harrison	13.7	12.9	13.0	11.5
Newark	13.8	14.6	13.3	14.2	Des Moines	11.1	10.7	12.8	12.8	Portland	13.0	10.8	12.0	12.5
Philadelphia	12.7	14.7	14.0	13.8	Fargo	10.5	12.9	11.1	11.9	Salt Lake City	10.6	10.8	11.0	11.1
Pittsburgh	12.4	14.6	13.2	13.6	Lincoln	12.4	11.2	11.6	10.5	Seattle	11.7	11.8	12.7	12.0
Wilmington	12.9	12.6	12.6	13.5	Milwaukee	12.6	11.7	12.3	11.5					
					St. Louis	13.2	13.3	13.4	14.7	SDN 9	12.8	13.1	12.9	12.9
SDN 3	13.9	14.3	14.4	13.9	St. Paul	12.8	13.2	12.5	12.0	Honolulu	13.7	14.4	13.6	13.3
Baltimore	13.9	14.0	14.9	<b>12.3</b>	Sioux Falls	11.3	12.8	12.4	13.1	Los Angeles	13.1	13.0	13.3	12.8
Huntington	13.5	15.2	14.6	13.8	Wichita	12.7	13.6	12.6	14.7	Oakland	12.0	13.0	11.8	13.5
Louisville	15.7	15.4	16.3	16.5						Phoenix	12.9	13.6	12.5	12.9
Roanoke	14.7	13.8	13.8	13.8						Reno	11.9	12.3	12.9	12.4
Washington	12.8	13.6	12.7	13.2						San Diego	13.4	12.8	14.0	<b>12.3</b>

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: IN-PERSON VISIT

### AVERAGE NUMBER OF TIMES A VETERAN VISITED A FEDERAL VA OFFICE

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	3.4	3.3	3.3	3.3										
SDN 1	3.4	3.4	3.4	3.3	SDN 4	3.2	3.2	3.3	3.3	SDN 7	3.5	3.4	3.3	<b>3.5</b>
Boston	3.1	3.3	3.0	3.0	Atlanta	3.0	3.0	3.6	3.4	Houston	3.8	3.2	3.2	<b>4.0</b>
Buffalo	3.6	3.6	4.1	<b>3.1</b>	Columbia	3.3	3.0	3.0	<b>3.6</b>	Little Rock	3.6	3.7	3.1	3.4
Hartford	3.6	3.3	3.3	2.9	Nashville	3.6	3.0	2.7	<b>3.3</b>	Muskogee	3.1	3.5	3.2	3.2
Manchester	3.3	2.8	2.4	2.7	Winston-Salem	3.2	3.5	3.5	3.1	New Orleans	3.4	3.8	3.5	3.6
New York	3.4	3.4	3.7	3.9						Waco	3.3	3.2	3.5	3.3
Providence	3.4	3.5	3.2	3.4	SDN 5	3.6	3.6	3.5	<b>3.2</b>					
Togus	3.6	3.7	3.6	<b>2.8</b>	Jackson	3.7	3.6	3.6	3.2	SDN 8	3.4	3.4	3.3	3.1
White River Junction	3.6	3.1	3.1	3.0	Montgomery	3.8	3.3	3.9	3.3	Albuquerque	3.4	3.7	3.8	3.7
					St. Petersburg	3.6	3.6	3.2	3.2	Anchorage	3.9	4.0	4.1	<b>3.5</b>
SDN 2	3.3	3.2	3.1	3.3	San Juan	3.9	3.6	3.5	3.2	Boise	3.1	3.0	3.4	<b>2.8</b>
Cleveland	3.1	3.4	3.0	3.0						Cheyenne	3.4	3.8	3.7	3.3
Detroit	3.6	3.3	3.0	3.2	SDN 6	3.2	3.3	3.2	3.2	Denver	3.5	3.1	3.0	2.9
Indianapolis	3.1	3.0	2.9	3.0	Chicago	3.3	3.4	3.5	3.4	Ft. Harrison	3.7	3.7	3.4	3.5
Newark	3.3	3.4	3.7	4.0	Des Moines	2.4	3.0	2.7	2.9	Portland	3.6	3.4	2.9	3.3
Philadelphia	3.3	2.8	3.2	3.6	Fargo	3.0	3.2	3.3	<b>2.6</b>	Salt Lake City	3.3	2.9	2.7	2.6
Pittsburgh	3.2	3.3	3.0	3.0	Lincoln	3.4	3.2	2.6	2.9	Seattle	3.5	3.2	3.2	2.9
Wilmington	3.4	3.7	3.0	3.1	Milwaukee	3.4	3.7	3.6	3.2					
					St. Louis	3.3	3.4	2.9	3.4	SDN 9	3.5	3.3	3.3	3.5
SDN 3	3.1	3.1	3.1	3.0	St. Paul	3.0	3.1	2.9	2.7	Honolulu	3.7	3.5	3.5	<b>4.1</b>
Baltimore	3.3	3.0	3.1	2.8	Sioux Falls	2.9	3.3	3.4	3.5	Los Angeles	3.6	3.4	3.4	3.7
Huntington	3.5	3.3	3.0	3.5	Wichita	3.4	3.1	3.4	3.2	Oakland	3.5	3.2	3.2	3.7
Louisville	2.6	2.8	3.3	<b>2.5</b>						Phoenix	3.5	3.6	3.1	3.0
Roanoke	2.9	3.0	2.9	2.7						Reno	3.2	3.6	3.3	3.3
Washington	3.3	3.5	3.3	3.7						San Diego	3.1	3.2	3.3	3.1

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.



## COMMUNICATIONS ISSUES: IN-PERSON VISIT

### PERCENT WHO SAID VA EMPLOYEES WERE VERY OR SOMEWHAT COURTEOUS DURING THEIR IN-PERSON VISIT

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	86.3	86.3	87.6	87.1										
SDN 1	87.4	86.0	88.1	86.3	SDN 4	85.1	84.8	89.1	90.6	SDN 7	87.8	85.4	86.1	86.0
Boston	81.7	81.3	83.5	87.7	Atlanta	78.5	83.2	83.1	85.7	Houston	88.7	85.2	83.9	86.0
Buffalo	92.5	92.3	88.7	85.2	Columbia	86.7	84.6	96.2	94.7	Little Rock	88.6	85.9	84.3	84.2
Hartford	89.8	86.1	90.6	86.2	Nashville	80.6	87.9	94.2	91.8	Muskogee	87.7	81.1	90.3	87.9
Manchester	90.4	93.1	90.3	92.1	Winston-Salem	89.1	83.5	86.7	90.3	New Orleans	84.6	82.7	87.4	90.4
New York	87.7	85.2	88.2	82.5						Waco	87.5	87.9	85.7	82.8
Providence	89.0	86.2	90.9	88.7	SDN 5	89.6	87.0	85.7	87.5					
Togus	89.6	85.3	90.7	89.4	Jackson	85.6	82.9	86.5	84.4	SDN 8	83.6	87.6	87.7	87.9
White River Junction	83.2	86.4	86.3	<b>95.0</b>	Montgomery	86.1	93.2	83.6	91.5	Albuquerque	88.3	86.4	83.2	85.0
					St. Petersburg	93.1	82.6	87.6	87.6	Anchorage	78.0	82.0	84.7	84.0
SDN 2	85.1	86.9	88.0	85.4	San Juan	89.3	87.9	84.8	86.6	Boise	88.7	90.2	89.1	90.3
Cleveland	85.1	83.2	87.6	85.2						Cheyenne	72.3	82.5	86.1	85.7
Detroit	78.3	84.6	88.6	85.0	SDN 6	82.6	87.4	88.6	87.6	Denver	86.9	89.3	89.5	89.6
Indianapolis	93.0	84.1	85.6	80.9	Chicago	81.0	91.7	84.4	86.7	Ft. Harrison	80.6	82.7	80.7	85.2
Newark	87.4	87.3	82.0	82.4	Des Moines	86.0	88.5	93.3	89.1	Portland	87.3	87.3	89.0	85.5
Philadelphia	82.6	93.1	91.3	86.7	Fargo	90.0	86.2	88.5	84.5	Salt Lake City	85.9	86.3	91.4	91.4
Pittsburgh	89.6	88.1	90.5	88.2	Lincoln	87.3	83.8	89.0	89.2	Seattle	86.4	93.0	88.7	89.7
Wilmington	89.6	89.7	84.9	89.5	Milwaukee	84.0	88.4	94.8	87.6					
					St. Louis	76.7	81.9	89.6	87.4	SDN 9	86.4	86.0	87.5	84.9
SDN 3	87.3	86.1	89.2	89.3	St. Paul	88.0	84.8	90.7	87.5	Honolulu	87.3	90.8	89.7	87.3
Baltimore	88.4	84.6	89.2	88.1	Sioux Falls	75.0	87.0	82.9	88.4	Los Angeles	87.9	87.6	83.5	80.7
Huntington	87.7	87.4	92.1	94.0	Wichita	87.3	89.8	81.9	89.6	Oakland	81.3	84.9	93.5	<b>85.8</b>
Louisville	80.6	85.5	86.0	89.4						Phoenix	85.8	81.6	83.9	85.1
Roanoke	88.2	87.8	87.6	91.7						Reno	87.9	76.5	83.9	89.3
Washington	86.8	85.2	91.9	<b>83.2</b>						San Diego	87.1	90.0	87.6	86.3

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: IN-PERSON VISIT

### PERCENT WHO SAID VA WAS ABLE TO GIVE CLAIM INFORMATION DURING THEIR IN-PERSON VISIT (OF THOSE WHO SPOKE WITH A VA STAFF PERSON AND NEEDED CLAIM INFORMATION)

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	70.6	69.7	71.6	70.4										
SDN 1	72.5	68.7	71.0	70.2	SDN 4	69.5	69.0	66.5	<b>73.2</b>	SDN 7	69.4	69.1	73.6	<b>68.1</b>
Boston	64.8	68.4	70.1	71.5	Atlanta	61.1	64.1	55.0	<b>73.7</b>	Houston	66.4	71.7	71.8	68.9
Buffalo	72.9	71.6	69.5	67.6	Columbia	71.2	69.0	72.7	78.9	Little Rock	74.8	71.7	74.8	66.3
Hartford	75.0	75.7	66.4	73.2	Nashville	59.3	77.5	74.0	67.2	Muskogee	74.7	68.2	78.5	72.3
Manchester	76.3	75.3	72.2	79.0	Winston-Salem	78.7	65.5	67.4	73.6	New Orleans	76.3	67.9	73.4	<b>62.8</b>
New York	72.0	63.0	69.0	63.6						Waco	62.3	64.4	69.8	69.3
Providence	81.3	70.1	75.3	73.0	SDN 5	70.7	69.1	72.3	72.2					
Togus	72.1	70.3	73.9	75.0	Jackson	72.0	69.7	78.9	<b>65.1</b>	SDN 8	71.6	72.1	68.9	68.8
White River Junction	73.1	64.8	71.0	70.3	Montgomery	60.5	72.0	72.1	75.9	Albuquerque	74.1	67.1	63.8	61.5
					St. Petersburg	64.9	57.9	65.3	68.3	Anchorage	62.6	61.8	60.4	67.9
SDN 2	69.4	67.8	72.9	<b>67.9</b>	San Juan	83.6	75.9	74.6	78.8	Boise	68.9	70.2	73.3	69.9
Cleveland	79.4	65.9	72.6	66.7						Cheyenne	65.6	61.5	64.2	64.0
Detroit	57.0	58.0	78.6	71.2	SDN 6	70.7	69.8	72.9	69.5	Denver	67.8	77.9	68.7	67.7
Indianapolis	75.8	70.8	66.4	60.7	Chicago	73.1	71.1	66.0	63.2	Ft. Harrison	64.2	66.4	63.8	66.4
Newark	61.2	61.5	64.3	56.1	Des Moines	66.7	74.7	76.9	72.2	Portland	74.5	71.7	68.3	68.7
Philadelphia	65.1	75.6	73.5	72.7	Fargo	73.5	64.8	67.0	69.8	Salt Lake City	77.3	75.9	78.0	76.9
Pittsburgh	72.6	69.2	72.7	73.1	Lincoln	75.0	68.1	82.1	84.0	Seattle	73.1	67.9	69.4	69.4
Wilmington	73.1	76.6	67.1	73.6	Milwaukee	66.7	74.7	73.9	75.3					
					St. Louis	62.2	63.4	74.3	67.6	SDN 9	70.7	71.5	73.2	72.0
SDN 3	72.5	71.8	71.8	73.1	St. Paul	78.8	69.1	79.4	75.0	Honolulu	68.7	75.6	73.0	65.7
Baltimore	76.8	72.1	70.7	75.3	Sioux Falls	70.8	73.8	71.7	71.8	Los Angeles	64.7	69.1	67.7	71.5
Huntington	74.6	74.5	74.8	75.8	Wichita	73.7	70.0	68.4	65.0	Oakland	67.6	71.4	81.3	73.3
Louisville	56.9	68.3	67.6	71.8						Phoenix	69.7	68.0	61.2	72.6
Roanoke	72.8	72.5	75.7	73.0						Reno	72.6	63.4	69.9	68.0
Washington	73.7	71.5	69.2	70.1						San Diego	76.9	75.7	79.2	76.0

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: IN-PERSON VISIT

### PERCENT WHO RECEIVED ALL OR MOST OF THE INFORMATION THEY NEEDED DURING THEIR IN-PERSON VISIT

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	55.3	56.6	55.7	56.3										
SDN 1	55.5	55.4	55.5	58.3	SDN 4	52.7	54.9	51.9	54.9	SDN 7	55.0	56.9	54.1	56.6
Boston	55.3	54.9	52.5	61.6	Atlanta	48.9	50.0	41.9	52.0	Houston	52.4	61.9	57.4	61.7
Buffalo	48.4	58.7	58.0	55.4	Columbia	55.4	60.2	58.6	54.6	Little Rock	61.9	60.2	52.8	45.9
Hartford	68.2	54.5	48.8	56.9	Nashville	46.4	59.8	58.3	50.4	Muskogee	63.8	56.0	59.8	58.1
Manchester	63.9	60.8	59.1	64.4	Winston-Salem	54.0	50.0	52.2	59.3	New Orleans	56.6	55.3	52.8	57.6
New York	50.4	53.2	53.3	53.9						Waco	49.2	50.4	47.3	55.0
Providence	63.2	55.9	55.4	57.1	SDN 5	56.0	59.0	55.9	58.8					
Togus	59.7	47.1	59.1	60.0	Jackson	55.1	53.0	55.9	47.1	SDN 8	54.9	56.0	53.5	51.9
White River Junction	56.0	52.3	61.5	57.7	Montgomery	41.0	51.1	54.3	65.8	Albuquerque	59.9	55.9	45.7	44.1
					St. Petersburg	57.0	52.6	52.9	56.2	Anchorage	47.9	44.0	45.9	55.6
SDN 2	55.8	57.1	57.4	52.9	San Juan	58.8	68.5	59.5	61.8	Boise	56.3	54.5	61.2	54.1
Cleveland	73.0	58.7	55.7	52.5						Cheyenne	44.8	47.6	47.9	50.3
Detroit	44.6	49.5	60.0	61.3	SDN 6	57.2	57.0	58.6	55.5	Denver	51.3	63.5	52.0	49.0
Indianapolis	53.5	56.1	52.5	48.0	Chicago	56.3	52.8	53.6	50.4	Ft. Harrison	51.6	56.2	48.2	46.8
Newark	46.1	44.6	47.5	43.3	Des Moines	54.4	62.9	63.7	52.5	Portland	60.0	54.6	58.7	<b>46.0</b>
Philadelphia	43.0	69.2	60.2	53.3	Fargo	60.6	50.4	59.6	56.0	Salt Lake City	62.0	57.9	60.8	63.6
Pittsburgh	61.1	50.9	61.7	56.3	Lincoln	62.5	66.2	65.5	70.7	Seattle	56.0	50.9	54.0	52.5
Wilmington	57.2	60.4	56.8	54.9	Milwaukee	50.0	54.3	63.2	61.9					
					St. Louis	54.8	55.0	57.4	49.6	SDN 9	55.3	55.2	57.5	58.6
SDN 3	55.0	56.5	58.4	57.9	St. Paul	62.7	57.7	61.5	65.7	Honolulu	56.0	59.6	59.0	56.2
Baltimore	53.4	57.9	57.3	58.0	Sioux Falls	59.0	62.2	62.3	56.2	Los Angeles	46.7	52.5	50.9	52.1
Huntington	55.4	61.0	63.7	61.4	Wichita	56.9	58.9	50.9	54.4	Oakland	51.4	52.9	65.4	58.3
Louisville	48.4	51.3	51.6	61.1						Phoenix	59.5	45.9	51.4	60.0
Roanoke	54.9	58.8	61.7	61.0						Reno	53.5	51.9	50.0	58.3
Washington	57.6	53.2	55.0	49.0						San Diego	62.8	63.9	60.4	66.7

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

### PERCENT WHO DID NOT WRITE TO VA ABOUT THEIR CLAIM

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	71.8	72.6	74.2	74.4										
SDN 1	70.5	71.5	72.8	72.9	SDN 4	74.2	74.9	76.9	77.4	SDN 7	74.3	73.3	73.5	74.8
Boston	69.6	69.0	75.6	73.3	Atlanta	72.8	73.0	74.7	78.1	Houston	71.7	78.2	72.5	76.1
Buffalo	67.8	74.5	74.1	71.0	Columbia	74.0	76.9	78.3	74.6	Little Rock	75.4	72.8	73.6	72.2
Hartford	68.3	71.6	73.5	72.9	Nashville	72.6	75.8	76.8	75.1	Muskogee	71.1	71.3	76.3	73.8
Manchester	77.1	77.8	77.1	78.5	Winston-Salem	75.7	74.1	77.5	78.9	New Orleans	74.9	76.2	75.9	74.8
New York	69.2	67.3	66.6	68.4						Waco	75.7	70.4	71.1	74.6
Providence	73.4	73.3	74.6	74.2	SDN 5	72.4	72.2	74.9	74.2					
Togus	75.9	77.8	78.4	82.0	Jackson	68.9	73.6	75.4	<b>68.1</b>	SDN 8	70.0	71.6	73.8	74.5
White River Junction	75.7	77.1	79.1	79.0	Montgomery	72.4	76.6	76.4	78.7	Albuquerque	69.1	70.4	70.7	72.0
					St. Petersburg	71.9	69.9	74.8	73.3	Anchorage	72.5	74.4	76.9	78.9
SDN 2	71.8	71.1	72.1	73.1	San Juan	72.7	70.6	73.3	74.3	Boise	70.3	75.3	77.1	77.0
Cleveland	77.8	72.1	69.3	71.4						Cheyenne	68.7	74.6	76.0	78.7
Detroit	72.9	69.2	77.6	77.2	SDN 6	72.5	74.8	76.7	75.4	Denver	68.7	68.8	70.8	72.1
Indianapolis	70.1	71.1	71.1	73.0	Chicago	66.6	70.1	72.7	70.3	Ft. Harrison	72.9	72.0	74.9	74.7
Newark	61.8	64.4	62.7	68.0	Des Moines	73.0	72.1	76.0	71.9	Portland	69.0	71.1	73.1	71.8
Philadelphia	65.3	69.3	72.9	68.8	Fargo	86.1	79.5	84.1	<b>88.9</b>	Salt Lake City	70.2	69.4	70.4	69.6
Pittsburgh	76.2	78.3	74.7	77.7	Lincoln	80.3	77.8	81.2	82.0	Seattle	72.8	71.2	75.7	74.5
Wilmington	78.9	77.5	81.0	80.7	Milwaukee	70.0	72.9	71.3	72.4					
					St. Louis	67.0	71.9	74.8	73.5	SDN 9	68.6	71.4	74.2	73.7
SDN 3	68.8	71.4	72.7	72.9	St. Paul	78.8	82.8	83.8	83.8	Honolulu	72.6	76.0	81.4	78.2
Baltimore	73.2	71.9	70.4	70.1	Sioux Falls	77.9	78.9	80.4	78.5	Los Angeles	67.4	70.6	72.3	71.0
Huntington	71.9	77.3	76.8	74.0	Wichita	77.3	80.8	79.8	78.3	Oakland	68.1	67.6	72.6	73.2
Louisville	69.5	72.4	70.6	75.4						Phoenix	66.5	71.3	70.2	70.8
Roanoke	68.9	69.0	75.2	73.4						Reno	67.2	72.5	74.8	70.4
Washington	62.3	66.3	67.0	69.4						San Diego	71.0	76.2	80.4	79.2

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

### AVERAGE AMOUNT OF TIME A VETERAN SPENT WAITING FOR VA TO RESPOND TO MAIL CORRESPONDENCE (DAYS)

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	30.6	32.0	31.5	<b>32.6</b>										
SDN 1	28.4	31.7	29.9	30.7	SDN 4	32.8	35.7	33.3	32.9	SDN 7	32.6	31.4	31.0	<b>33.3</b>
Boston	26.3	28.5	28.6	30.7	Atlanta	37.4	39.8	36.4	36.8	Houston	35.7	35.0	32.9	32.9
Buffalo	28.0	32.4	26.0	29.9	Columbia	28.9	32.5	32.6	30.1	Little Rock	30.3	29.0	24.6	28.5
Hartford	24.8	25.8	26.6	28.4	Nashville	33.1	32.9	30.7	33.4	Muskogee	28.2	26.8	27.6	30.7
Manchester	26.3	22.6	25.3	27.2	Winston-Salem	31.4	36.3	33.0	33.6	New Orleans	32.5	32.4	35.5	34.2
New York	34.2	36.4	33.8	34.7						Waco	34.2	34.1	31.4	36.0
Providence	28.3	34.8	34.5	30.0	SDN 5	31.4	33.3	33.6	34.1					
Togus	23.4	24.6	30.0	<b>23.2</b>	Jackson	29.9	29.3	34.1	<b>26.3</b>	SDN 8	27.9	31.7	31.7	31.4
White River Junction	22.9	27.8	25.0	22.3	Montgomery	33.7	31.7	29.7	34.0	Albuquerque	26.6	37.2	34.3	32.5
					St. Petersburg	26.7	32.6	33.8	33.8	Anchorage	32.8	35.1	35.0	38.7
SDN 2	28.5	31.7	31.4	32.5	San Juan	41.7	38.1	39.2	42.2	Boise	29.3	33.6	30.8	32.5
Cleveland	22.5	30.9	31.8	33.6						Cheyenne	26.7	29.1	26.9	<b>34.9</b>
Detroit	34.2	32.8	31.7	33.9	SDN 6	28.8	28.6	27.7	<b>31.7</b>	Denver	29.5	35.4	35.9	<b>29.7</b>
Indianapolis	25.8	29.6	28.8	26.1	Chicago	33.2	31.8	28.8	33.1	Ft. Harrison	32.1	29.5	29.9	33.0
Newark	34.5	36.6	33.9	37.6	Des Moines	24.9	24.7	26.6	27.2	Portland	27.5	30.0	32.1	33.0
Philadelphia	30.6	32.0	34.9	36.2	Fargo	25.1	26.8	25.3	24.2	Salt Lake City	24.7	23.8	26.2	23.7
Pittsburgh	26.4	30.6	27.4	24.6	Lincoln	31.9	28.1	26.9	32.5	Seattle	31.9	35.7	34.8	32.3
Wilmington	23.3	23.5	29.3	27.5	Milwaukee	26.9	27.7	27.3	27.1					
					St. Louis	27.7	28.2	28.2	<b>36.6</b>	SDN 9	33.0	31.3	32.6	32.1
SDN 3	32.3	32.0	32.2	33.9	St. Paul	31.7	31.7	27.1	31.5	Honolulu	30.7	30.5	30.6	35.0
Baltimore	30.5	32.4	32.6	30.4	Sioux Falls	25.9	23.2	28.6	28.5	Los Angeles	33.5	31.5	34.4	31.3
Huntington	32.5	28.0	28.6	34.0	Wichita	27.4	28.8	28.9	34.5	Oakland	36.9	31.7	33.0	36.1
Louisville	32.3	28.9	31.5	35.5						Phoenix	29.3	29.9	27.0	27.6
Roanoke	29.8	31.9	31.1	32.7						Reno	31.5	31.2	32.8	33.4
Washington	36.6	40.7	39.1	37.0						San Diego	29.5	32.6	35.3	30.5

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

### AVERAGE AMOUNT OF TIME A VETERAN THOUGHT WAS REASONABLE FOR VA TO RESPOND TO MAIL CORRESPONDENCE (DAYS)

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	18.1	18.3	18.7	19.1										
SDN 1	16.8	17.2	17.3	17.7	SDN 4	19.0	20.4	20.5	21.3	SDN 7	18.8	18.0	19.1	19.3
Boston	16.9	16.6	16.7	19.8	Atlanta	20.3	23.1	22.4	22.5	Houston	18.3	19.4	21.4	19.2
Buffalo	16.0	16.9	15.8	17.0	Columbia	18.6	18.3	21.3	20.4	Little Rock	17.0	17.0	15.7	17.1
Hartford	15.4	15.7	18.8	17.1	Nashville	17.5	19.1	17.4	20.4	Muskogee	16.4	16.5	18.6	18.9
Manchester	15.0	15.8	14.5	16.7	Winston-Salem	18.9	20.2	20.4	22.8	New Orleans	23.0	17.5	20.5	20.7
New York	18.6	18.9	18.7	18.2						Waco	19.5	19.1	17.8	19.3
Providence	15.5	18.8	19.7	17.8	SDN 5	19.3	19.7	19.5	20.8					
Togus	15.7	13.0	18.2	14.5	Jackson	16.6	15.6	18.2	17.7	SDN 8	16.0	18.3	17.7	17.4
White River Junction	14.9	15.3	14.4	12.4	Montgomery	20.2	18.9	17.9	19.7	Albuquerque	16.0	19.3	19.6	16.5
					St. Petersburg	18.1	20.0	19.0	20.0	Anchorage	15.0	18.0	18.9	21.7
SDN 2	17.1	18.6	19.5	18.7	San Juan	23.6	21.6	23.8	25.9	Boise	16.7	19.1	17.5	17.1
Cleveland	14.7	18.8	21.9	20.8						Cheyenne	15.3	15.3	14.0	<b>19.1</b>
Detroit	17.7	17.4	18.7	19.4	SDN 6	17.5	15.5	16.6	17.7	Denver	16.9	21.0	19.0	16.0
Indianapolis	19.8	18.6	17.8	15.2	Chicago	20.4	16.7	16.1	17.7	Ft. Harrison	16.0	14.7	19.0	18.5
Newark	18.6	20.0	21.1	19.4	Des Moines	14.1	14.5	16.9	15.4	Portland	14.7	16.8	17.3	18.8
Philadelphia	18.0	19.3	19.6	19.8	Fargo	16.6	16.8	14.1	17.1	Salt Lake City	17.7	16.5	15.6	16.5
Pittsburgh	15.1	17.6	16.8	14.9	Lincoln	16.0	15.5	17.2	20.0	Seattle	17.6	20.5	20.5	16.9
Wilmington	15.3	14.2	16.9	15.4	Milwaukee	18.3	15.8	16.7	18.2					
					St. Louis	16.2	13.8	16.8	18.0	SDN 9	19.8	19.3	18.6	18.3
SDN 3	18.2	17.3	19.1	19.6	St. Paul	19.2	17.9	17.6	15.5	Honolulu	21.2	16.8	17.3	16.0
Baltimore	15.9	18.9	18.6	17.3	Sioux Falls	15.1	15.0	15.5	16.6	Los Angeles	21.2	18.6	20.3	18.7
Huntington	18.1	14.2	16.3	19.0	Wichita	15.6	14.2	17.8	20.5	Oakland	20.0	21.8	19.1	18.9
Louisville	20.1	17.2	19.1	20.2						Phoenix	18.2	15.9	14.9	17.5
Roanoke	17.0	18.1	18.7	20.2						Reno	17.5	19.9	16.8	19.5
Washington	20.1	17.7	23.3	20.5						San Diego	19.4	18.0	18.7	17.5

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

### AVERAGE NUMBER OF TIMES A VETERAN WROTE TO VA ABOUT A CLAIM

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	3.2	3.1	3.0	3.1										
SDN 1	3.3	2.9	3.0	3.2	SDN 4	3.1	3.1	3.1	<b>2.8</b>	SDN 7	3.3	3.1	3.2	3.2
Boston	3.3	3.0	2.8	2.9	Atlanta	3.2	3.1	3.6	2.9	Houston	4.1	3.2	3.5	2.9
Buffalo	3.3	3.0	3.2	3.3	Columbia	2.7	3.0	3.2	2.6	Little Rock	3.3	2.8	3.0	3.1
Hartford	3.3	2.9	2.9	3.0	Nashville	3.3	2.9	2.6	<b>3.3</b>	Muskogee	3.0	3.3	3.0	3.1
Manchester	3.1	3.3	2.7	2.5	Winston-Salem	3.0	3.2	3.2	2.6	New Orleans	3.3	3.5	3.4	3.2
New York	3.3	2.9	3.2	3.5						Waco	2.9	3.0	3.0	3.5
Providence	3.2	2.8	2.9	3.0	SDN 5	3.3	3.3	3.1	3.0					
Togus	3.2	3.3	2.8	3.0	Jackson	3.7	3.1	3.1	3.0	SDN 8	3.3	3.1	3.0	3.0
White River Junction	3.1	2.7	2.8	2.6	Montgomery	3.3	3.2	3.0	3.4	Albuquerque	3.4	3.1	3.5	3.0
					St. Petersburg	3.1	3.4	3.2	2.9	Anchorage	3.5	3.0	3.1	3.5
SDN 2	3.0	3.1	2.9	<b>3.3</b>	San Juan	3.6	3.5	3.3	3.2	Boise	3.0	3.0	3.1	2.8
Cleveland	2.6	3.2	2.5	<b>3.4</b>						Cheyenne	3.5	3.6	3.2	3.5
Detroit	3.7	2.8	3.0	3.3	SDN 6	3.3	3.3	3.0	3.0	Denver	3.7	2.7	2.9	2.6
Indianapolis	2.8	3.3	3.2	3.1	Chicago	3.1	3.4	3.1	3.2	Ft. Harrison	3.6	3.9	3.6	3.7
Newark	3.3	3.6	2.9	<b>3.6</b>	Des Moines	3.1	3.4	2.8	3.0	Portland	3.5	3.2	3.0	3.4
Philadelphia	3.4	2.8	3.2	3.1	Fargo	2.3	2.9	2.4	2.5	Salt Lake City	3.0	2.7	2.5	3.0
Pittsburgh	2.4	2.9	3.0	3.2	Lincoln	3.3	3.0	2.7	2.4	Seattle	3.0	3.1	2.8	2.8
Wilmington	3.1	2.9	2.8	2.8	Milwaukee	3.0	3.2	3.1	2.9					
					St. Louis	3.8	3.3	3.0	3.3	SDN 9	3.6	3.2	3.1	3.3
SDN 3	3.2	3.0	3.0	2.9	St. Paul	3.4	2.5	3.0	2.4	Honolulu	3.5	3.4	3.1	3.8
Baltimore	3.1	2.8	2.9	3.1	Sioux Falls	3.3	2.8	3.1	3.2	Los Angeles	3.8	3.1	3.3	3.7
Huntington	3.3	3.2	3.1	3.3	Wichita	3.1	3.8	2.8	2.8	Oakland	3.9	3.3	2.7	<b>3.4</b>
Louisville	3.4	3.4	2.8	2.9						Phoenix	3.4	3.6	3.4	2.9
Roanoke	2.9	2.7	3.0	2.7						Reno	3.9	3.3	3.4	3.5
Washington	3.3	3.1	3.1	3.0						San Diego	2.9	3.0	3.1	2.7

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

### PERCENT WHO EXPECTED A WRITTEN REPLY FROM VA TO THEIR LETTER

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	90.4	88.0	86.8	86.7										
SDN 1	88.2	85.7	89.1	86.1	SDN 4	90.8	88.7	87.2	86.1	SDN 7	93.1	90.4	86.3	86.4
Boston	93.5	83.9	89.7	86.2	Atlanta	90.3	89.0	90.4	87.0	Houston	92.7	90.1	82.5	89.1
Buffalo	86.9	84.3	91.2	89.2	Columbia	90.4	87.5	87.4	86.8	Little Rock	86.4	91.6	91.0	88.6
Hartford	88.0	83.3	89.7	85.5	Nashville	88.0	89.6	85.6	86.0	Muskogee	96.7	88.5	83.9	81.0
Manchester	88.0	86.2	82.8	80.6	Winston-Salem	93.3	89.7	85.8	85.3	New Orleans	91.7	92.0	90.2	86.7
New York	86.7	88.8	89.7	85.7						Waco	94.6	89.9	86.8	86.3
Providence	87.5	89.5	87.2	88.6	SDN 5	92.2	90.8	87.8	86.6					
Togus	87.4	82.3	87.9	80.9	Jackson	93.4	90.8	92.4	91.9	SDN 8	88.2	83.9	87.6	87.3
White River Junction	87.2	87.9	81.4	80.2	Montgomery	94.6	92.3	86.9	82.9	Albuquerque	91.1	88.9	91.3	85.0
					St. Petersburg	89.4	89.2	84.5	83.8	Anchorage	83.5	83.2	86.3	84.3
SDN 2	88.4	87.4	86.7	86.5	San Juan	95.9	92.9	92.4	91.9	Boise	89.9	79.0	84.3	77.6
Cleveland	81.9	89.7	87.3	83.5						Cheyenne	84.7	84.1	88.9	91.8
Detroit	89.7	78.2	86.3	87.7	SDN 6	89.6	86.2	87.2	86.0	Denver	82.4	87.2	89.2	86.7
Indianapolis	93.3	87.2	89.0	91.7	Chicago	89.2	85.8	91.8	89.0	Ft. Harrison	88.0	85.8	84.3	87.6
Newark	90.8	91.6	86.9	91.3	Des Moines	88.8	86.1	86.4	85.8	Portland	89.9	81.5	91.1	<b>81.3</b>
Philadelphia	88.1	86.4	86.3	86.5	Fargo	86.6	86.7	75.9	80.0	Salt Lake City	91.9	85.1	87.2	91.2
Pittsburgh	90.1	93.3	85.6	82.6	Lincoln	91.7	84.6	87.8	83.5	Seattle	92.6	86.0	83.8	90.7
Wilmington	90.4	88.0	87.4	80.2	Milwaukee	85.8	85.2	84.3	86.1					
					St. Louis	92.4	90.7	88.4	86.2	SDN 9	91.6	87.8	83.9	86.9
SDN 3	90.2	88.5	85.5	89.4	St. Paul	88.2	80.3	86.4	78.9	Honolulu	92.9	88.2	88.8	93.1
Baltimore	88.8	85.7	86.8	89.0	Sioux Falls	90.6	84.2	82.4	84.0	Los Angeles	94.6	83.8	81.9	90.2
Huntington	79.8	88.5	82.4	83.8	Wichita	91.5	85.9	82.0	86.7	Oakland	93.0	90.4	80.8	82.8
Louisville	90.6	90.3	84.0	89.7						Phoenix	86.3	89.8	88.6	84.3
Roanoke	90.9	89.4	82.5	<b>92.6</b>						Reno	88.8	87.2	88.4	85.8
Washington	95.0	86.6	95.0	<b>88.2</b>						San Diego	88.9	84.0	87.1	92.4

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.



## COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

### PERCENT WHO RECEIVED A WRITTEN REPLY FROM VA TO THEIR LETTER

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	74.6	73.4	72.0	<b>69.0</b>										
SDN 1	75.4	72.7	69.8	71.2	SDN 4	73.1	72.5	69.5	73.5	SDN 7	72.3	70.7	74.4	<b>69.0</b>
Boston	72.4	71.8	67.0	71.7	Atlanta	72.7	73.0	62.4	56.5	Houston	74.8	71.3	69.6	75.3
Buffalo	72.9	72.0	73.6	69.8	Columbia	77.5	70.2	70.1	80.9	Little Rock	67.4	64.6	74.3	69.8
Hartford	83.3	78.1	73.7	75.5	Nashville	66.7	72.5	74.7	79.5	Muskogee	81.5	78.1	77.6	<b>64.7</b>
Manchester	80.4	79.0	80.5	<b>66.3</b>	Winston-Salem	74.4	77.5	72.0	73.6	New Orleans	67.1	72.5	78.8	67.6
New York	70.7	70.1	66.4	70.4						Waco	70.0	68.0	75.6	67.0
Providence	73.2	79.8	74.6	75.7	SDN 5	72.0	73.0	70.4	<b>64.2</b>					
Togus	88.1	70.4	69.7	67.1	Jackson	81.8	77.4	79.0	69.8	SDN 8	72.7	72.6	72.9	68.8
White River Junction	84.3	83.3	77.5	74.4	Montgomery	70.0	71.3	67.5	58.2	Albuquerque	76.2	68.0	65.3	64.8
					St. Petersburg	69.3	70.2	67.9	62.2	Anchorage	66.7	66.3	66.7	59.8
SDN 2	76.7	74.9	72.5	68.3	San Juan	79.2	78.5	72.3	68.0	Boise	74.2	71.0	75.3	<b>60.8</b>
Cleveland	83.1	75.0	67.8	65.7						Cheyenne	72.0	80.2	82.8	72.5
Detroit	69.6	68.3	72.0	67.4	SDN 6	79.1	75.3	75.7	<b>67.2</b>	Denver	75.0	75.4	70.0	64.5
Indianapolis	78.6	72.9	75.2	71.6	Chicago	73.6	69.6	75.2	63.2	Ft. Harrison	70.5	72.1	73.6	72.6
Newark	70.5	73.5	71.8	68.6	Des Moines	81.4	83.8	79.6	80.0	Portland	75.2	68.2	72.5	72.2
Philadelphia	80.2	78.6	77.1	67.2	Fargo	76.2	70.2	66.7	58.3	Salt Lake City	83.7	77.4	78.3	84.0
Pittsburgh	76.6	80.0	72.8	74.5	Lincoln	81.9	70.7	65.6	67.1	Seattle	65.5	68.0	67.3	66.3
Wilmington	78.8	80.0	78.5	65.4	Milwaukee	79.0	80.0	80.8	73.3					
					St. Louis	81.5	80.6	79.6	69.5	SDN 9	74.3	78.3	70.2	71.9
SDN 3	76.0	70.7	70.9	70.0	St. Paul	84.9	75.8	70.3	<b>50.0</b>	Honolulu	77.6	80.2	64.8	75.0
Baltimore	78.6	72.7	68.1	68.9	Sioux Falls	85.6	77.9	80.0	74.4	Los Angeles	71.0	82.9	66.7	<b>80.9</b>
Huntington	76.8	68.9	71.1	64.5	Wichita	80.7	62.5	68.3	60.2	Oakland	77.8	80.2	72.7	67.7
Louisville	72.2	75.0	68.3	78.6						Phoenix	74.5	74.5	71.6	68.8
Roanoke	80.0	73.6	75.0	71.6						Reno	83.8	75.2	71.0	68.3
Washington	74.2	59.8	68.7	61.9						San Diego	68.0	68.8	68.8	69.4

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

### PERCENT WHO THOUGHT IT WAS VERY OR SOMEWHAT EASY TO UNDERSTAND VA'S WRITTEN REPLY

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	63.1	63.2	63.8	<b>60.8</b>										
SDN 1	64.4	63.9	65.0	61.4	SDN 4	64.4	62.4	63.1	62.0	SDN 7	63.8	60.1	65.7	<b>59.8</b>
Boston	73.0	65.4	66.7	62.8	Atlanta	59.4	62.0	69.6	<b>53.2</b>	Houston	54.7	56.3	66.7	56.2
Buffalo	70.0	63.6	65.9	58.6	Columbia	70.6	50.8	67.5	64.9	Little Rock	58.1	63.4	62.2	59.2
Hartford	70.0	61.2	71.1	65.2	Nashville	41.0	70.1	61.4	60.4	Muskogee	64.9	66.3	67.4	57.1
Manchester	60.3	70.0	67.9	56.8	Winston-Salem	76.2	62.2	56.7	67.1	New Orleans	72.5	59.6	69.0	63.7
New York	51.6	61.1	61.3	60.7						Waco	66.2	55.7	62.5	62.9
Providence	71.2	66.7	65.6	60.0	SDN 5	60.1	66.3	61.6	61.1					
Togus	68.5	70.0	65.8	66.1	Jackson	63.8	61.5	62.0	59.3	SDN 8	60.5	62.1	58.5	59.9
White River Junction	58.4	63.9	80.5	76.4	Montgomery	57.1	65.0	62.1	68.6	Albuquerque	54.4	57.9	56.6	61.1
					St. Petersburg	63.9	69.0	63.0	61.6	Anchorage	57.1	52.8	58.8	57.6
SDN 2	64.4	63.9	64.1	62.7	San Juan	56.4	66.0	57.8	55.1	Boise	62.5	58.0	59.0	63.2
Cleveland	64.4	64.1	57.0	64.3						Cheyenne	67.3	64.0	60.4	51.9
Detroit	54.5	61.4	70.7	57.8	SDN 6	59.1	62.1	65.1	<b>57.7</b>	Denver	58.8	55.4	60.4	65.2
Indianapolis	75.7	69.2	62.2	65.2	Chicago	53.8	58.4	66.7	59.6	Ft. Harrison	59.5	45.9	57.8	51.7
Newark	75.9	59.3	70.7	<b>55.8</b>	Des Moines	72.5	68.5	59.1	52.5	Portland	55.3	64.3	51.1	60.6
Philadelphia	60.0	67.9	65.6	64.6	Fargo	60.4	71.0	69.8	77.8	Salt Lake City	67.6	72.4	71.3	66.1
Pittsburgh	57.6	60.0	63.3	65.8	Lincoln	66.7	62.3	65.2	69.0	Seattle	54.5	73.0	53.8	55.3
Wilmington	77.8	60.8	77.6	63.3	Milwaukee	65.4	56.3	63.6	61.5					
					St. Louis	52.3	66.7	69.1	<b>46.9</b>	SDN 9	63.5	65.9	65.6	62.2
SDN 3	69.0	60.9	65.0	60.3	St. Paul	64.4	58.5	61.5	68.2	Honolulu	65.6	66.3	63.2	58.2
Baltimore	63.6	66.3	66.3	56.1	Sioux Falls	61.0	70.7	55.7	48.8	Los Angeles	65.5	68.4	70.9	60.8
Huntington	70.7	68.8	72.7	62.9	Wichita	47.9	56.1	60.0	56.8	Oakland	58.1	65.7	60.4	61.7
Louisville	64.7	60.6	58.6	56.6						Phoenix	65.7	58.1	64.6	66.7
Roanoke	71.4	59.4	63.0	62.6						Reno	63.6	51.7	59.8	62.4
Washington	68.5	54.4	67.3	57.4						San Diego	67.1	75.0	72.5	63.6

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

### PERCENT WHO RECEIVED ALL OR MOST OF WHAT THEY NEEDED TO KNOW THROUGH THEIR WRITTEN CORRESPONDENCE WITH VA

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	56.1	52.3	53.0	51.3										
SDN 1	56.6	53.3	50.5	54.0	SDN 4	52.9	50.2	48.4	51.5	SDN 7	56.5	50.5	51.3	50.0
Boston	58.7	42.0	51.2	55.1	Atlanta	35.9	37.5	50.0	43.1	Houston	55.3	56.3	51.6	45.7
Buffalo	57.1	57.7	56.2	52.3	Columbia	55.9	58.5	44.6	55.3	Little Rock	44.3	61.4	54.4	49.0
Hartford	67.1	51.7	52.9	56.3	Nashville	47.5	52.8	50.0	50.5	Muskogee	56.3	54.1	56.4	56.0
Manchester	54.5	64.8	49.4	63.0	Winston-Salem	61.9	52.4	47.3	55.6	New Orleans	53.1	44.8	47.3	51.0
New York	46.2	51.1	43.5	48.6						Waco	59.7	42.2	48.5	50.5
Providence	43.3	63.4	56.7	59.8	SDN 5	55.1	52.8	53.6	49.1					
Togus	65.2	54.2	50.7	58.7	Jackson	52.5	52.2	44.9	50.9	SDN 8	57.0	52.5	53.8	52.4
White River Junction	58.6	59.8	64.2	64.5	Montgomery	51.0	37.3	47.0	50.0	Albuquerque	57.9	44.3	42.9	46.7
					St. Petersburg	61.7	55.7	60.0	45.5	Anchorage	50.0	43.1	50.0	52.5
SDN 2	58.3	54.9	53.8	53.6	San Juan	48.2	56.5	50.9	52.3	Boise	57.7	52.0	54.1	53.8
Cleveland	67.2	55.4	52.2	53.6						Cheyenne	61.1	49.4	52.2	52.4
Detroit	46.3	48.9	55.3	51.2	SDN 6	56.7	52.1	55.0	49.1	Denver	47.5	44.2	54.6	55.4
Indianapolis	69.3	57.1	51.5	65.2	Chicago	50.0	51.1	52.0	42.7	Ft. Harrison	46.2	49.5	42.0	47.7
Newark	59.5	40.9	47.8	43.6	Des Moines	64.3	52.7	58.6	58.0	Portland	50.0	52.3	55.9	51.1
Philadelphia	51.8	66.1	49.5	52.1	Fargo	61.7	64.1	60.7	56.3	Salt Lake City	67.3	60.7	62.5	61.5
Pittsburgh	50.8	47.8	66.7	55.0	Lincoln	57.9	57.3	60.0	60.0	Seattle	55.3	54.5	50.0	47.4
Wilmington	57.1	52.6	54.2	48.4	Milwaukee	58.2	51.6	57.0	60.2					
					St. Louis	56.3	47.6	51.5	40.0	SDN 9	54.6	53.5	56.1	52.1
SDN 3	57.6	50.7	55.7	51.4	St. Paul	58.9	57.7	57.6	50.0	Honolulu	47.2	48.8	49.3	47.5
Baltimore	57.6	48.8	45.3	44.9	Sioux Falls	61.7	64.5	60.6	47.0	Los Angeles	51.7	49.5	56.0	53.5
Huntington	54.7	49.4	63.8	50.0	Wichita	50.7	35.6	48.6	52.4	Oakland	49.5	56.2	62.6	<b>44.7</b>
Louisville	53.6	55.9	57.7	52.8						Phoenix	59.2	42.4	49.0	61.9
Roanoke	59.8	47.6	57.3	56.0						Reno	49.2	55.2	45.9	49.5
Washington	56.8	48.9	47.7	44.3						San Diego	67.9	63.0	52.2	52.2

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## MEDICAL EXAM

### PERCENT WHO THOUGHT THE SCHEDULED TIME OF THEIR MEDICAL EXAM WAS VERY OR SOMEWHAT CONVENIENT

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	64.3	64.1	64.6	65.6										
SDN 1	66.3	62.6	65.4	66.0	SDN 4	62.1	64.5	62.0	65.1	SDN 7	63.2	65.4	64.4	66.1
Boston	66.5	56.4	63.9	61.4	Atlanta	63.7	64.7	57.1	65.7	Houston	57.1	62.7	59.0	68.1
Buffalo	66.0	62.6	62.4	66.0	Columbia	61.6	60.7	59.1	59.5	Little Rock	65.1	69.1	71.3	<b>60.9</b>
Hartford	59.7	63.6	62.9	62.1	Nashville	64.3	66.3	63.3	67.7	Muskogee	62.7	60.6	66.5	66.8
Manchester	65.2	66.7	70.0	66.1	Winston-Salem	58.4	63.7	66.4	65.0	New Orleans	67.1	61.4	66.8	72.2
New York	67.8	64.6	68.0	64.7						Waco	60.7	69.5	64.0	62.8
Providence	56.1	60.9	58.9	<b>71.8</b>	SDN 5	67.9	65.9	69.0	68.7					
Togus	70.7	64.9	66.2	74.5	Jackson	67.7	59.7	72.0	71.8	SDN 8	61.3	60.2	61.8	65.3
White River Junction	58.8	66.2	64.7	69.0	Montgomery	65.1	60.0	66.5	61.9	Albuquerque	63.8	61.8	54.9	<b>66.4</b>
					St. Petersburg	63.9	64.1	70.4	69.6	Anchorage	63.1	61.6	62.9	65.8
SDN 2	64.0	63.9	63.9	65.4	San Juan	79.5	77.7	65.4	72.1	Boise	56.9	57.0	58.4	65.3
Cleveland	64.1	57.3	55.1	<b>65.4</b>						Cheyenne	59.3	62.0	60.9	63.9
Detroit	65.4	56.9	68.8	<b>58.3</b>	SDN 6	65.0	63.1	64.0	64.2	Denver	59.0	62.1	58.7	65.0
Indianapolis	69.2	76.0	68.0	75.1	Chicago	68.6	61.6	63.5	62.9	Ft. Harrison	59.8	58.6	53.8	59.6
Newark	63.2	63.3	66.7	65.0	Des Moines	62.9	67.2	69.1	70.4	Portland	63.4	59.4	62.6	63.1
Philadelphia	59.9	67.4	64.4	60.4	Fargo	67.2	64.1	63.0	66.7	Salt Lake City	56.0	62.2	62.2	65.8
Pittsburgh	61.3	68.0	67.5	72.7	Lincoln	62.3	56.9	61.2	<b>71.2</b>	Seattle	61.8	60.2	65.7	66.8
Wilmington	67.9	70.9	72.5	68.7	Milwaukee	58.4	63.6	66.5	59.1					
					St. Louis	65.7	63.9	61.7	64.4	SDN 9	61.3	65.5	66.6	64.2
SDN 3	69.0	65.1	64.4	64.3	St. Paul	64.4	67.7	61.3	62.6	Honolulu	70.1	71.8	68.4	67.2
Baltimore	68.0	65.9	62.9	56.0	Sioux Falls	70.4	68.2	69.6	62.3	Los Angeles	55.2	63.8	63.8	61.7
Huntington	78.4	59.9	71.2	68.5	Wichita	63.6	59.3	64.3	61.7	Oakland	59.4	60.9	70.6	<b>59.6</b>
Louisville	64.7	65.6	66.5	69.1						Phoenix	54.9	61.1	58.9	63.3
Roanoke	69.4	64.4	60.8	65.2						Reno	59.1	67.6	66.8	63.2
Washington	66.1	73.4	63.8	59.3						San Diego	75.3	77.0	69.4	75.8

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## MEDICAL EXAM

### PERCENT WHO THOUGHT THE LOCATION OF THEIR MEDICAL EXAM WAS VERY OR SOMEWHAT CONVENIENT

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	62.1	61.8	62.3	<b>63.6</b>										
SDN 1	61.2	62.2	64.1	63.7	SDN 4	56.7	60.0	58.5	59.0	SDN 7	62.6	63.3	62.3	65.3
Boston	59.4	54.1	61.8	52.8	Atlanta	56.7	59.8	50.3	51.5	Houston	63.4	62.4	56.3	64.0
Buffalo	61.9	69.8	62.1	68.1	Columbia	66.0	63.9	66.3	61.7	Little Rock	58.9	63.2	65.8	61.5
Hartford	60.9	67.8	59.8	60.6	Nashville	64.1	69.7	65.3	68.7	Muskogee	63.9	61.2	58.8	<b>68.9</b>
Manchester	62.6	63.8	68.3	70.7	Winston-Salem	45.5	47.9	56.1	55.7	New Orleans	65.2	64.2	69.8	67.8
New York	62.2	64.2	70.3	66.5						Waco	60.4	64.3	63.3	65.1
Providence	63.2	61.2	58.4	<b>67.6</b>	SDN 5	65.6	65.8	67.0	65.7					
Togus	57.1	53.0	51.5	57.6	Jackson	74.4	64.0	65.5	66.5	SDN 8	59.9	55.7	57.5	<b>62.2</b>
White River Junction	53.2	59.7	60.9	62.1	Montgomery	58.7	60.0	65.9	59.5	Albuquerque	64.7	59.4	61.0	61.9
					St. Petersburg	63.1	64.2	66.7	64.0	Anchorage	60.8	65.2	62.6	64.8
SDN 2	60.9	62.4	62.6	62.6	San Juan	77.3	75.1	68.9	75.6	Boise	55.9	55.2	60.1	58.2
Cleveland	59.8	58.8	56.9	61.4						Cheyenne	60.6	61.9	61.9	69.4
Detroit	57.7	54.1	64.0	56.1	SDN 6	63.8	63.1	62.8	<b>66.9</b>	Denver	58.8	50.8	50.0	55.9
Indianapolis	66.3	69.5	65.4	71.4	Chicago	63.9	59.8	62.4	71.0	Ft. Harrison	48.1	48.0	47.7	50.5
Newark	61.3	53.1	57.1	56.3	Des Moines	57.1	68.8	69.6	71.6	Portland	56.6	55.2	51.9	56.5
Philadelphia	60.2	72.1	65.5	65.3	Fargo	57.9	58.5	57.8	58.7	Salt Lake City	62.2	56.0	57.9	60.8
Pittsburgh	61.6	65.3	67.7	64.7	Lincoln	74.8	73.4	70.8	73.6	Seattle	62.0	58.6	60.8	68.3
Wilmington	65.2	69.4	66.7	67.1	Milwaukee	54.4	58.0	60.0	60.1					
					St. Louis	61.7	61.7	56.1	61.1	SDN 9	61.2	60.2	62.9	61.4
SDN 3	68.2	63.5	64.5	65.3	St. Paul	65.4	70.3	67.3	70.6	Honolulu	68.6	73.9	67.2	67.2
Baltimore	71.9	68.0	67.4	<b>59.0</b>	Sioux Falls	70.0	66.7	69.6	60.9	Los Angeles	62.5	64.7	53.1	62.3
Huntington	73.5	60.7	72.5	71.3	Wichita	71.8	63.3	60.1	68.2	Oakland	51.3	46.6	62.6	<b>51.4</b>
Louisville	62.2	61.8	62.3	65.7						Phoenix	60.2	64.7	65.4	60.7
Roanoke	67.7	63.3	61.8	68.3						Reno	65.4	69.7	69.9	69.0
Washington	65.5	65.7	64.4	59.3						San Diego	75.3	73.1	71.2	74.2

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## MEDICAL EXAM

### PERCENT WHO THOUGHT THE MEDICAL EXAM WAS APPROPRIATE FOR THEIR CLAIM

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	77.5	78.6	78.7	79.3										
SDN 1	80.9	82.1	80.6	81.6	SDN 4	73.9	75.8	73.5	77.0	SDN 7	76.1	76.9	79.6	78.9
Boston	75.9	80.5	84.9	83.2	Atlanta	72.7	75.2	70.7	73.6	Houston	73.0	77.5	78.7	84.2
Buffalo	75.0	80.6	78.6	78.8	Columbia	75.4	75.5	71.0	77.2	Little Rock	76.1	84.4	74.9	75.0
Hartford	78.2	84.9	75.0	76.3	Nashville	78.3	78.9	74.7	81.4	Muskogee	73.2	72.7	79.7	77.7
Manchester	84.6	78.9	83.8	81.6	Winston-Salem	68.4	72.7	75.8	76.7	New Orleans	75.5	77.7	81.0	81.9
New York	85.6	82.1	79.7	79.8						Waco	77.6	74.1	80.1	75.3
Providence	81.5	84.7	78.7	84.3	SDN 5	76.6	77.7	76.7	79.1					
Togus	78.5	81.6	81.9	86.9	Jackson	78.8	75.4	75.8	78.4	SDN 8	78.7	79.8	78.5	79.9
White River Junction	84.6	81.6	83.0	83.8	Montgomery	69.2	75.2	76.6	79.8	Albuquerque	78.0	80.7	80.6	81.4
					St. Petersburg	78.0	77.6	78.0	76.3	Anchorage	74.5	79.7	81.0	76.2
SDN 2	75.0	77.2	79.9	78.2	San Juan	73.4	79.1	73.5	<b>85.0</b>	Boise	75.7	74.6	70.0	77.8
Cleveland	79.0	71.3	72.5	77.7						Cheyenne	73.6	76.3	79.7	80.4
Detroit	70.2	74.0	82.4	76.3	SDN 6	81.2	80.0	79.6	82.3	Denver	78.3	77.3	77.7	74.1
Indianapolis	70.3	81.7	80.1	77.7	Chicago	85.4	76.8	77.4	80.1	Ft. Harrison	81.1	78.0	78.3	77.9
Newark	73.9	76.0	79.9	75.3	Des Moines	84.3	82.7	83.0	86.3	Portland	82.6	81.4	77.8	84.0
Philadelphia	75.6	79.6	82.4	78.5	Fargo	83.0	81.6	82.6	85.9	Salt Lake City	78.3	78.2	80.1	83.0
Pittsburgh	76.3	84.0	82.2	82.1	Lincoln	74.9	81.3	77.4	84.3	Seattle	79.1	80.4	77.0	80.4
Wilmington	74.7	77.9	80.9	77.1	Milwaukee	83.5	82.6	77.5	83.8					
					St. Louis	76.4	77.4	81.2	80.3	SDN 9	77.3	80.9	80.5	78.3
SDN 3	79.5	79.2	80.0	79.3	St. Paul	80.9	83.1	81.0	86.8	Honolulu	72.9	86.0	83.0	82.7
Baltimore	72.2	77.4	78.0	76.8	Sioux Falls	83.5	87.7	84.8	81.6	Los Angeles	77.2	75.3	73.9	71.6
Huntington	81.4	75.8	84.2	83.5	Wichita	77.5	76.1	75.9	73.3	Oakland	71.8	84.5	83.0	76.4
Louisville	74.3	77.2	76.6	82.5						Phoenix	74.1	75.5	80.2	78.4
Roanoke	82.4	82.1	80.1	79.2						Reno	83.2	79.9	81.8	78.7
Washington	83.5	78.7	80.3	74.4						San Diego	85.3	80.6	82.7	86.9

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## STATUS OF CLAIM

### PERCENT WHO THOUGHT THEY WERE KEPT COMPLETELY OR MOSTLY INFORMED OF THE STATUS OF THEIR CLAIM

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	45.5	45.9	44.7	43.9										
SDN 1	47.4	47.2	44.0	45.5	SDN 4	47.1	46.0	43.9	43.1	SDN 7	43.7	43.0	44.9	46.3
Boston	50.3	53.5	47.9	48.9	Atlanta	40.6	44.0	39.3	39.1	Houston	44.7	45.1	44.8	44.8
Buffalo	42.5	45.6	45.0	42.3	Columbia	48.7	50.0	45.7	49.1	Little Rock	50.5	47.4	51.3	<b>40.3</b>
Hartford	51.5	45.5	46.6	50.0	Nashville	44.0	41.7	45.6	43.2	Muskogee	47.9	43.1	45.5	45.9
Manchester	52.3	54.8	49.6	48.0	Winston-Salem	51.4	46.8	45.4	42.5	New Orleans	45.2	45.5	45.0	51.4
New York	43.4	42.3	38.9	40.3						Waco	35.1	37.6	41.9	47.1
Providence	37.5	40.9	40.7	41.3	SDN 5	44.3	46.1	44.2	44.7					
Togus	54.1	48.1	41.6	<b>55.7</b>	Jackson	53.4	44.5	45.0	38.9	SDN 8	43.3	42.1	41.3	39.8
White River Junction	50.8	48.8	52.3	53.4	Montgomery	35.9	37.3	45.3	45.7	Albuquerque	42.3	38.5	38.0	39.5
					St. Petersburg	41.4	43.2	41.5	43.6	Anchorage	37.2	36.3	32.9	36.4
SDN 2	45.7	48.2	46.6	44.5	San Juan	49.0	60.8	47.4	49.2	Boise	41.3	41.8	43.9	41.7
Cleveland	52.2	48.1	48.0	46.8						Cheyenne	41.2	35.9	44.5	37.8
Detroit	40.2	46.1	44.4	39.8	SDN 6	49.8	50.1	46.9	<b>44.1</b>	Denver	48.0	43.1	42.6	37.6
Indianapolis	40.4	47.1	40.9	<b>49.9</b>	Chicago	47.1	46.3	41.1	45.7	Ft. Harrison	42.5	42.3	43.1	40.5
Newark	40.6	38.8	38.6	35.1	Des Moines	47.7	54.4	54.0	<b>46.3</b>	Portland	44.5	47.4	40.3	39.9
Philadelphia	44.4	53.6	46.9	42.9	Fargo	44.8	49.1	48.8	44.2	Salt Lake City	47.4	42.4	53.8	53.3
Pittsburgh	48.0	51.7	54.8	50.8	Lincoln	51.1	44.9	48.3	47.0	Seattle	39.2	35.9	35.5	37.5
Wilmington	53.1	45.1	46.4	46.5	Milwaukee	51.3	55.8	52.5	50.8					
					St. Louis	49.4	50.0	44.2	<b>34.7</b>	SDN 9	43.4	45.9	45.2	42.3
SDN 3	45.3	43.8	45.3	43.4	St. Paul	53.3	52.6	48.0	46.6	Honolulu	50.1	47.7	45.8	45.6
Baltimore	43.4	45.4	47.0	42.5	Sioux Falls	54.8	51.2	51.6	<b>42.4</b>	Los Angeles	40.3	41.0	41.7	39.4
Huntington	47.5	45.9	42.6	45.6	Wichita	48.1	44.8	43.2	40.4	Oakland	42.2	47.2	48.8	<b>41.6</b>
Louisville	39.9	45.6	43.4	43.5						Phoenix	38.8	38.0	42.6	44.9
Roanoke	50.1	45.8	49.2	45.6						Reno	44.2	51.3	43.1	44.7
Washington	41.5	31.3	39.9	36.2						San Diego	49.3	51.2	45.3	43.4

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## STATUS OF CLAIM

### PERCENT WHO WERE NOTIFIED BY VA OF PROBLEMS OR DELAYS WITH A CLAIM (OF THOSE WHO HAD PROBLEMS OR DELAYS)

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	28.9	26.7	27.4	28.0										
SDN 1	33.2	29.9	28.9	29.2	SDN 4	28.5	23.3	24.2	25.1	SDN 7	26.4	24.9	30.8	31.4
Boston	31.1	29.5	21.2	23.0	Atlanta	21.1	20.1	20.6	19.6	Houston	29.8	25.7	28.9	35.4
Buffalo	30.9	26.1	33.2	30.8	Columbia	27.4	26.8	26.2	30.8	Little Rock	27.5	26.1	31.9	<b>24.6</b>
Hartford	38.5	27.1	31.4	27.3	Nashville	25.2	17.0	27.4	26.2	Muskogee	27.5	24.2	26.2	29.6
Manchester	25.4	27.4	27.8	27.8	Winston-Salem	36.2	27.5	22.4	25.6	New Orleans	27.6	22.0	31.6	31.1
New York	34.8	33.0	27.5	28.8						Waco	20.3	24.7	33.1	30.7
Providence	30.0	24.8	29.7	26.8	SDN 5	28.1	26.3	25.1	24.8					
Togus	31.5	29.6	30.6	35.8	Jackson	32.2	24.9	27.5	23.5	SDN 8	26.9	24.5	24.4	<b>27.3</b>
White River Junction	36.9	28.4	31.2	29.5	Montgomery	22.6	23.3	24.6	25.2	Albuquerque	27.7	19.0	24.0	27.0
					St. Petersburg	29.2	23.4	22.5	21.3	Anchorage	23.2	21.0	22.3	25.6
SDN 2	28.7	28.6	28.2	<b>31.1</b>	San Juan	28.2	35.2	28.6	32.9	Boise	25.4	24.9	20.7	22.7
Cleveland	35.8	30.6	30.6	32.6						Cheyenne	29.2	24.0	26.2	23.1
Detroit	26.6	30.8	27.3	31.2	SDN 6	30.7	30.1	29.0	26.4	Denver	27.7	26.7	24.9	26.8
Indianapolis	20.5	23.1	23.2	<b>32.5</b>	Chicago	27.5	31.0	27.8	26.7	Ft. Harrison	28.5	23.5	23.9	29.4
Newark	29.8	26.6	24.6	30.8	Des Moines	31.5	28.9	31.8	26.6	Portland	26.8	27.1	23.3	26.2
Philadelphia	26.8	29.2	28.1	30.9	Fargo	25.9	28.4	26.9	24.4	Salt Lake City	32.0	26.6	28.8	35.5
Pittsburgh	28.5	24.1	29.0	27.6	Lincoln	27.2	25.0	26.3	26.1	Seattle	22.1	20.6	22.1	<b>30.1</b>
Wilmington	29.6	32.4	28.4	26.8	Milwaukee	33.0	34.3	34.3	33.8					
					St. Louis	32.7	31.7	29.6	<b>19.7</b>	SDN 9	30.0	29.3	28.8	27.9
SDN 3	29.4	25.0	27.4	29.0	St. Paul	31.7	25.7	26.1	27.7	Honolulu	34.2	30.9	27.9	31.9
Baltimore	30.6	27.7	29.7	29.2	Sioux Falls	33.6	27.3	30.9	27.8	Los Angeles	31.4	30.2	28.1	29.9
Huntington	26.5	28.8	25.4	29.9	Wichita	26.5	25.3	25.3	24.5	Oakland	27.3	31.7	31.4	24.8
Louisville	26.4	25.7	26.6	27.9						Phoenix	28.2	21.6	26.4	30.8
Roanoke	33.8	26.7	27.0	30.4						Reno	29.3	32.2	24.7	26.0
Washington	27.8	14.6	28.9	25.5						San Diego	32.8	25.6	29.4	25.5

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.



## STATUS OF CLAIM

### PERCENT WHO SAID THEY HAD A VA PERSON OR TEAM SPECIFICALLY ASSIGNED TO THEIR CLAIM

#### (OF THOSE WHO NEEDED AN ASSIGNED PERSON OR TEAM)

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	46.2	48.3	50.6	<b>53.4</b>										
SDN 1	54.5	56.6	55.9	58.2	SDN 4	41.4	42.8	40.7	42.0	SDN 7	48.1	50.4	50.3	<b>57.1</b>
Boston	48.0	54.3	53.9	54.0	Atlanta	34.9	43.1	38.9	32.5	Houston	50.9	56.1	45.6	<b>57.8</b>
Buffalo	46.3	50.0	45.7	52.4	Columbia	47.7	48.2	45.9	55.4	Little Rock	47.1	53.0	66.0	<b>74.7</b>
Hartford	55.6	43.4	50.3	51.6	Nashville	38.0	41.6	36.3	44.0	Muskogee	37.6	43.3	50.0	44.8
Manchester	56.0	54.2	49.7	51.2	Winston-Salem	44.7	39.3	41.0	41.2	New Orleans	55.9	48.1	48.1	<b>58.7</b>
New York	61.5	65.9	64.6	67.3						Waco	47.4	50.0	51.0	53.7
Providence	46.0	48.9	44.5	51.4	SDN 5	39.7	42.5	48.0	<b>54.8</b>					
Togus	56.1	55.4	52.5	55.3	Jackson	43.1	40.3	40.6	37.6	SDN 8	47.3	47.2	52.7	<b>57.1</b>
White River Junction	57.4	54.0	71.3	67.3	Montgomery	34.9	39.7	43.6	43.6	Albuquerque	37.2	43.9	47.4	48.3
					St. Petersburg	47.5	48.0	57.0	<b>67.9</b>	Anchorage	32.6	37.7	40.7	38.1
SDN 2	47.1	52.3	56.9	57.8	San Juan	27.4	39.4	34.5	38.4	Boise	52.7	60.0	57.9	57.9
Cleveland	48.1	44.4	55.9	59.3						Cheyenne	39.0	35.7	40.6	34.1
Detroit	53.5	51.6	52.7	55.4	SDN 6	48.8	49.7	50.3	52.0	Denver	42.8	41.0	46.4	46.3
Indianapolis	37.4	48.3	44.3	48.0	Chicago	41.3	44.3	48.2	53.2	Ft. Harrison	41.6	36.4	36.2	42.9
Newark	45.6	44.7	41.4	36.4	Des Moines	48.8	52.2	49.8	47.2	Portland	55.7	59.6	61.5	<b>72.4</b>
Philadelphia	45.5	52.4	52.0	42.6	Fargo	49.6	55.0	54.7	58.3	Salt Lake City	46.0	40.3	50.6	<b>82.9</b>
Pittsburgh	52.0	76.1	83.3	85.5	Lincoln	50.5	46.1	48.4	<b>61.1</b>	Seattle	56.2	53.9	64.2	66.3
Wilmington	52.4	57.5	58.4	53.9	Milwaukee	47.9	49.7	51.3	57.9					
					St. Louis	48.6	52.5	51.4	42.9	SDN 9	47.4	51.5	55.6	57.2
SDN 3	43.2	44.2	45.7	<b>39.1</b>	St. Paul	58.7	53.8	53.0	53.6	Honolulu	39.6	42.8	48.1	44.6
Baltimore	46.6	47.3	45.8	42.9	Sioux Falls	55.2	46.5	54.7	51.0	Los Angeles	46.7	43.1	51.1	48.7
Huntington	46.8	46.1	46.5	40.2	Wichita	53.4	52.6	45.9	49.4	Oakland	48.4	52.0	52.0	45.0
Louisville	36.4	34.4	46.1	<b>36.5</b>						Phoenix	45.5	68.0	76.4	<b>87.7</b>
Roanoke	45.2	50.5	48.7	<b>38.0</b>						Reno	39.6	43.6	41.4	37.6
Washington	42.5	40.0	38.3	40.9						San Diego	59.4	48.7	45.3	46.2

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## STATUS OF CLAIM

### PERCENT WHO RECEIVED HELP WITH THEIR CLAIM FROM A VETERANS SERVICE ORGANIZATION

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	36.6	38.7	37.5	<b>38.4</b>										
SDN 1	36.3	37.8	38.3	39.6	SDN 4	30.8	32.8	31.0	30.1	SDN 7	34.7	37.6	36.7	37.9
Boston	39.7	45.1	45.9	45.8	Atlanta	22.1	23.0	27.8	23.2	Houston	34.8	35.5	40.5	<b>33.4</b>
Buffalo	38.7	35.8	37.0	36.9	Columbia	34.2	37.5	34.9	31.3	Little Rock	36.1	39.6	40.7	41.4
Hartford	35.4	35.6	39.3	37.9	Nashville	36.8	41.9	33.4	38.3	Muskogee	46.8	48.7	43.0	47.9
Manchester	36.7	41.7	34.5	39.7	Winston-Salem	32.1	33.4	30.6	30.5	New Orleans	33.1	33.2	34.3	32.1
New York	36.9	36.0	35.9	40.7						Waco	31.7	36.3	33.4	<b>40.1</b>
Providence	36.8	40.3	43.9	44.2	SDN 5	36.9	35.6	34.4	36.4					
Togus	35.8	42.7	46.1	43.6	Jackson	34.0	34.6	35.0	29.5	SDN 8	41.2	42.3	41.3	42.2
White River Junction	49.7	49.9	45.8	43.1	Montgomery	31.3	27.5	27.9	33.3	Albuquerque	45.9	48.6	51.2	57.5
					St. Petersburg	47.7	46.2	43.5	44.1	Anchorage	50.4	49.2	50.4	48.6
SDN 2	37.7	41.6	40.5	41.4	San Juan	25.1	27.4	22.2	27.4	Boise	45.3	42.8	45.3	48.2
Cleveland	33.4	38.6	41.0	40.3						Cheyenne	36.3	46.9	36.8	42.0
Detroit	55.7	52.5	55.6	57.1	SDN 6	41.2	44.4	42.2	43.3	Denver	39.9	39.3	36.6	40.3
Indianapolis	38.3	44.6	38.7	43.4	Chicago	35.9	42.8	39.4	45.7	Ft. Harrison	32.9	37.1	35.1	32.8
Newark	32.2	37.6	37.4	36.5	Des Moines	41.2	48.2	43.3	40.0	Portland	37.8	34.0	36.6	36.1
Philadelphia	31.5	38.7	34.1	32.6	Fargo	41.7	42.9	37.9	<b>45.0</b>	Salt Lake City	36.4	38.8	35.9	37.9
Pittsburgh	38.3	45.9	41.0	40.7	Lincoln	43.1	41.1	41.5	36.9	Seattle	54.2	53.5	51.8	47.8
Wilmington	39.7	45.8	43.1	41.8	Milwaukee	36.3	40.6	35.9	35.0					
					St. Louis	43.4	46.2	46.7	48.2	SDN 9	39.5	42.2	38.6	41.0
SDN 3	31.1	34.2	34.7	34.2	St. Paul	44.1	41.9	42.4	41.8	Honolulu	25.2	25.5	22.1	25.9
Baltimore	31.1	29.9	37.3	<b>28.8</b>	Sioux Falls	45.3	37.8	45.8	42.4	Los Angeles	43.3	39.0	38.2	42.8
Huntington	34.4	34.1	38.2	35.2	Wichita	54.7	63.3	55.7	55.6	Oakland	43.1	47.9	44.5	47.0
Louisville	36.5	47.8	41.5	44.3						Phoenix	40.6	47.4	41.3	40.4
Roanoke	33.3	32.0	33.0	34.3						Reno	34.8	40.1	36.5	35.9
Washington	21.0	26.0	27.0	28.4						San Diego	40.6	38.5	34.9	39.8

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## STATUS OF CLAIM

### PERCENT WHO RECEIVED HELP WITH THEIR CLAIM FROM A STATE OR COUNTY VETERANS SERVICE OFFICE

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	44.9	45.1	44.1	43.7										
SDN 1	38.3	37.5	38.4	39.4	SDN 4	59.6	59.8	55.5	<b>52.4</b>	SDN 7	47.4	45.3	45.8	44.2
Boston	31.2	30.4	30.8	34.3	Atlanta	56.0	54.8	51.3	45.2	Houston	48.7	43.0	45.3	40.7
Buffalo	53.9	50.5	58.0	52.2	Columbia	62.7	63.9	62.8	<b>53.5</b>	Little Rock	50.2	47.3	47.0	<b>40.3</b>
Hartford	36.7	30.1	44.0	38.1	Nashville	56.8	56.5	49.5	47.7	Muskogee	38.8	37.2	37.6	40.9
Manchester	26.5	28.2	23.7	28.4	Winston-Salem	62.9	66.5	61.2	61.6	New Orleans	64.2	64.7	57.8	59.9
New York	37.4	41.8	35.6	41.9						Waco	41.8	41.9	44.0	42.0
Providence	32.4	27.3	26.7	21.8	SDN 5	55.5	53.5	56.1	<b>53.6</b>					
Togus	40.2	37.2	31.4	<b>38.6</b>	Jackson	55.4	53.2	54.9	<b>47.0</b>	SDN 8	33.1	32.6	34.2	32.1
White River Junction	23.5	20.1	21.9	21.3	Montgomery	63.1	63.7	62.4	63.0	Albuquerque	36.4	33.9	37.0	36.0
					St. Petersburg	54.0	53.9	54.8	52.5	Anchorage	18.8	20.0	19.8	20.7
SDN 2	37.7	40.0	37.7	39.9	San Juan	48.1	43.5	51.9	49.9	Boise	47.2	46.8	48.2	46.9
Cleveland	39.3	47.7	43.5	<b>51.4</b>						Cheyenne	21.7	17.7	19.8	21.0
Detroit	40.8	42.7	39.7	42.0	SDN 6	48.8	49.3	46.3	<b>49.3</b>	Denver	33.8	31.2	32.5	28.4
Indianapolis	42.5	44.3	36.6	37.7	Chicago	42.8	46.6	35.1	40.1	Ft. Harrison	44.0	46.5	38.8	44.2
Newark	32.8	35.4	31.8	29.7	Des Moines	38.9	39.6	40.0	37.7	Portland	53.1	52.7	56.5	55.9
Philadelphia	30.3	30.6	34.7	32.0	Fargo	64.3	69.0	64.6	69.7	Salt Lake City	20.3	13.6	18.8	16.7
Pittsburgh	43.4	34.7	36.8	36.0	Lincoln	63.9	63.2	62.5	59.2	Seattle	28.3	29.5	33.3	<b>26.7</b>
Wilmington	28.4	28.3	30.9	30.1	Milwaukee	56.3	60.9	53.4	<b>61.5</b>					
					St. Louis	43.6	37.3	38.9	38.6	SDN 9	38.3	43.0	38.4	39.5
SDN 3	36.0	35.1	35.7	34.0	St. Paul	63.3	64.2	64.1	69.7	Honolulu	34.2	30.2	24.8	28.0
Baltimore	29.8	24.9	26.9	23.5	Sioux Falls	57.9	55.4	58.7	58.5	Los Angeles	37.2	39.2	34.8	38.3
Huntington	51.3	46.8	51.8	50.9	Wichita	38.0	37.8	34.3	35.4	Oakland	49.8	59.8	58.0	58.9
Louisville	32.3	32.3	31.1	34.5						Phoenix	27.4	27.8	24.7	27.7
Roanoke	48.8	45.1	45.5	41.0						Reno	29.6	28.7	27.6	29.5
Washington	13.8	13.7	10.1	12.1						San Diego	30.9	30.8	30.0	26.8

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## DECISIONS ON CLAIMS

### PERCENT WHO HAD A CLAIM GRANTED (OF THOSE WHO KNEW THE STATUS OF THEIR CLAIM)

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	58.7	60.3	57.8	58.3										
SDN 1	59.8	58.1	58.5	57.9	SDN 4	57.6	59.8	55.7	57.2	SDN 7	58.6	57.3	59.7	58.7
Boston	62.1	64.8	63.4	57.1	Atlanta	52.2	57.9	52.4	59.7	Houston	57.5	59.1	59.9	62.0
Buffalo	52.9	53.8	57.5	57.0	Columbia	59.1	58.8	58.5	57.7	Little Rock	57.9	62.4	56.7	57.0
Hartford	61.8	58.4	52.0	<b>59.5</b>	Nashville	57.1	60.1	52.8	51.3	Muskogee	55.3	57.9	60.5	59.0
Manchester	60.1	57.9	56.9	59.3	Winston-Salem	55.9	59.0	56.4	59.4	New Orleans	57.8	58.2	56.3	58.9
New York	54.2	50.9	57.8	53.7						Waco	58.1	49.7	59.3	56.3
Providence	51.9	51.5	53.6	52.0	SDN 5	55.0	60.3	56.0	58.1					
Togus	66.7	64.7	56.4	<b>64.1</b>	Jackson	56.4	54.7	47.8	50.7	SDN 8	61.7	63.4	58.9	61.0
White River Junction	57.4	47.7	57.5	52.1	Montgomery	45.9	53.2	49.7	<b>59.5</b>	Albuquerque	56.7	61.2	58.3	60.0
					St. Petersburg	52.1	59.9	59.1	60.1	Anchorage	59.3	59.1	56.3	56.5
SDN 2	58.3	62.4	56.3	55.3	San Juan	58.1	66.5	57.3	54.9	Boise	59.6	55.3	54.2	57.4
Cleveland	62.5	64.5	51.8	57.1						Cheyenne	55.7	44.6	55.7	52.9
Detroit	54.4	56.5	59.2	59.1	SDN 6	60.7	62.4	58.2	59.9	Denver	59.2	63.2	58.0	64.2
Indianapolis	56.5	62.4	55.0	57.6	Chicago	62.5	60.3	56.4	61.2	Ft. Harrison	59.1	55.1	51.5	57.4
Newark	50.4	56.0	53.1	46.7	Des Moines	54.0	63.7	54.8	55.6	Portland	61.9	62.6	55.2	56.8
Philadelphia	54.7	61.8	55.8	50.6	Fargo	59.7	64.3	57.4	60.7	Salt Lake City	66.1	64.8	62.6	60.2
Pittsburgh	58.1	60.4	54.8	56.8	Lincoln	60.3	65.4	60.7	63.0	Seattle	61.5	67.5	60.7	63.0
Wilmington	56.1	55.4	55.6	51.5	Milwaukee	61.3	64.1	57.1	58.4					
					St. Louis	56.9	59.4	57.1	55.8	SDN 9	60.7	59.3	59.2	58.7
SDN 3	57.9	59.6	58.3	57.9	St. Paul	70.0	66.5	62.5	62.5	Honolulu	53.8	53.4	54.1	54.8
Baltimore	57.2	63.7	54.9	59.9	Sioux Falls	61.4	62.3	57.7	63.0	Los Angeles	54.1	55.4	55.0	54.3
Huntington	56.6	59.1	58.6	60.7	Wichita	53.6	55.6	54.6	56.8	Oakland	62.0	61.9	67.7	61.3
Louisville	54.3	54.8	54.6	54.4						Phoenix	54.9	51.5	46.5	<b>56.2</b>
Roanoke	57.4	58.4	59.7	55.7						Reno	53.2	59.0	58.1	55.6
Washington	59.1	60.7	59.2	57.9						San Diego	67.6	62.8	58.3	<b>65.6</b>

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## DECISIONS ON CLAIMS

### PERCENT WHO THOUGHT THE AMOUNT OF TIME SPENT WAITING FOR A CLAIM DECISION WAS VERY OR SOMEWHAT REASONABLE

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	57.0	50.6	50.3	49.7										
SDN 1	55.8	50.5	48.9	50.5	SDN 4	59.5	54.6	48.0	49.7	SDN 7	56.3	49.5	54.0	54.8
Boston	57.3	54.4	54.8	50.4	Atlanta	55.1	50.4	39.9	41.2	Houston	52.1	49.0	46.6	<b>57.8</b>
Buffalo	46.9	46.8	48.7	51.4	Columbia	61.9	63.5	57.4	53.8	Little Rock	58.1	59.3	57.7	51.8
Hartford	59.6	45.1	51.8	51.2	Nashville	53.6	51.9	51.6	51.6	Muskogee	64.6	53.2	58.5	55.5
Manchester	57.2	53.4	46.8	50.3	Winston-Salem	62.0	52.2	46.2	51.8	New Orleans	58.4	44.6	56.1	60.8
New York	52.5	48.1	45.4	43.2						Waco	49.7	43.3	54.6	49.7
Providence	50.5	41.2	39.5	<b>49.8</b>	SDN 5	56.9	50.9	50.6	49.2					
Togus	64.1	53.7	46.0	<b>62.2</b>	Jackson	65.4	56.5	56.9	57.0	SDN 8	51.2	47.5	47.1	47.5
White River Junction	58.8	53.4	55.1	57.1	Montgomery	50.4	44.5	50.2	51.4	Albuquerque	55.0	48.6	37.5	<b>47.4</b>
					St. Petersburg	51.3	45.2	48.5	44.2	Anchorage	43.7	34.6	30.0	36.0
SDN 2	61.3	51.4	51.6	51.1	San Juan	60.7	61.5	48.6	55.0	Boise	50.6	45.4	42.4	44.9
Cleveland	64.5	50.2	49.8	57.6						Cheyenne	49.5	42.4	44.9	50.0
Detroit	61.1	49.8	49.3	46.3	SDN 6	59.5	52.8	53.0	<b>49.0</b>	Denver	49.3	45.8	50.2	43.1
Indianapolis	59.3	53.7	50.9	56.5	Chicago	52.4	50.4	48.3	48.0	Ft. Harrison	55.0	47.9	41.9	47.8
Newark	54.8	46.7	46.3	<b>34.7</b>	Des Moines	62.4	61.3	61.7	55.4	Portland	52.4	53.4	49.8	46.8
Philadelphia	59.7	53.8	49.8	47.2	Fargo	55.0	53.1	53.0	56.1	Salt Lake City	58.0	51.7	60.9	61.2
Pittsburgh	60.8	48.3	60.2	57.2	Lincoln	58.2	49.3	49.1	49.6	Seattle	46.4	41.9	43.8	43.9
Wilmington	64.5	47.8	42.2	42.2	Milwaukee	62.1	53.0	59.1	52.8					
					St. Louis	55.6	52.1	51.1	<b>41.9</b>	SDN 9	53.2	47.0	45.4	44.0
SDN 3	57.8	49.9	51.1	49.6	St. Paul	70.2	56.6	48.9	54.7	Honolulu	47.6	45.5	42.4	44.5
Baltimore	57.9	52.6	50.2	47.6	Sioux Falls	62.7	54.1	56.3	52.8	Los Angeles	54.2	46.4	43.1	42.9
Huntington	60.8	52.1	61.0	55.6	Wichita	59.9	43.8	53.1	<b>40.7</b>	Oakland	52.2	51.1	50.3	45.4
Louisville	55.3	51.9	50.5	50.9						Phoenix	44.7	35.5	37.0	44.9
Roanoke	58.9	52.2	50.6	51.3						Reno	46.8	42.4	39.3	35.1
Washington	53.6	36.3	40.7	37.0						San Diego	57.3	46.1	47.9	43.5

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## DECISIONS ON CLAIMS

### PERCENT WHO WERE NOTIFIED BY VA ABOUT A CLAIM DECISION

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	93.9	91.0	91.3	<b>90.5</b>										
SDN 1	92.9	88.2	90.3	91.2	SDN 4	94.4	91.6	91.2	92.3	SDN 7	93.9	90.9	92.6	<b>90.1</b>
Boston	92.2	92.2	89.5	90.0	Atlanta	94.9	93.4	89.5	93.1	Houston	93.1	89.6	93.2	88.8
Buffalo	94.4	90.0	90.3	<b>94.9</b>	Columbia	96.5	93.2	93.4	94.1	Little Rock	97.8	89.3	95.0	<b>90.8</b>
Hartford	94.1	89.3	89.6	89.9	Nashville	94.4	91.7	88.4	88.4	Muskogee	95.4	93.9	93.2	91.7
Manchester	95.3	95.0	94.3	91.1	Winston-Salem	92.8	88.8	93.3	93.2	New Orleans	93.1	90.7	89.9	88.7
New York	92.0	82.0	89.3	90.7						Waco	92.7	91.5	92.9	91.0
Providence	92.9	91.4	91.2	<b>86.1</b>	SDN 5	94.5	89.1	90.3	89.3					
Togus	96.6	93.0	93.4	92.6	Jackson	93.8	89.7	91.0	90.3	SDN 8	93.2	92.8	92.0	92.3
White River Junction	93.5	90.7	94.3	92.5	Montgomery	94.3	88.2	92.5	90.8	Albuquerque	95.4	90.1	90.0	93.4
					St. Petersburg	96.1	92.6	93.2	91.4	Anchorage	93.7	90.2	91.1	89.2
SDN 2	94.3	92.3	90.8	<b>88.0</b>	San Juan	92.1	84.2	79.7	80.9	Boise	91.8	91.3	93.0	90.9
Cleveland	95.1	92.6	92.5	87.5						Cheyenne	95.5	93.9	93.8	93.6
Detroit	95.3	88.0	89.9	87.5	SDN 6	93.4	91.6	91.2	89.9	Denver	93.6	91.0	87.1	91.0
Indianapolis	92.3	95.5	91.0	93.7	Chicago	88.4	93.7	87.0	89.0	Ft. Harrison	93.2	94.8	90.5	92.7
Newark	96.2	88.8	89.9	85.3	Des Moines	94.9	91.6	91.1	91.4	Portland	94.2	93.0	92.6	92.8
Philadelphia	92.5	94.6	89.5	86.3	Fargo	95.1	89.7	90.1	89.8	Salt Lake City	93.1	93.4	93.6	94.6
Pittsburgh	94.0	93.4	90.7	88.9	Lincoln	93.5	91.6	93.4	93.1	Seattle	92.9	93.2	94.0	92.4
Wilmington	93.7	91.6	92.5	89.3	Milwaukee	94.8	91.7	94.1	91.6					
					St. Louis	96.4	92.2	92.4	<b>86.8</b>	SDN 9	94.5	91.1	92.3	90.7
SDN 3	94.2	91.6	90.3	92.1	St. Paul	93.1	91.1	90.5	92.5	Honolulu	94.1	88.6	89.6	90.3
Baltimore	91.8	91.5	88.3	89.1	Sioux Falls	95.8	92.3	93.3	89.2	Los Angeles	93.6	87.8	89.5	92.2
Huntington	94.9	93.6	94.6	91.8	Wichita	93.8	89.0	93.9	<b>88.1</b>	Oakland	94.9	92.0	94.3	<b>88.8</b>
Louisville	94.2	90.8	91.3	92.3						Phoenix	95.1	91.1	91.8	91.8
Roanoke	97.1	93.8	89.8	92.9						Reno	94.6	93.1	90.6	88.6
Washington	90.4	86.5	88.1	<b>93.5</b>						San Diego	95.8	93.6	93.6	91.9

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## DECISIONS ON CLAIMS

### PERCENT WHO SAID VA'S LETTER CLEARLY EXPLAINED ALL OF THE REASONS FOR THE CLAIM DECISION

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	81.9	79.9	79.7	<b>78.6</b>										
SDN 1	85.4	81.9	81.3	79.8	SDN 4	80.8	81.3	78.0	77.6	SDN 7	78.8	79.3	79.9	79.6
Boston	87.0	83.9	83.9	80.0	Atlanta	74.3	81.0	78.0	73.0	Houston	78.5	84.8	78.7	82.4
Buffalo	82.7	82.2	83.9	78.4	Columbia	76.4	77.2	79.6	80.1	Little Rock	83.7	79.6	79.8	78.5
Hartford	85.4	79.2	79.2	74.6	Nashville	80.4	82.0	75.7	77.7	Muskogee	79.6	76.4	81.7	81.5
Manchester	83.2	79.3	79.1	80.0	Winston-Salem	85.5	83.2	77.8	78.9	New Orleans	81.2	83.2	78.1	79.0
New York	83.5	80.1	77.3	79.1						Waco	77.3	72.4	79.7	77.4
Providence	87.0	81.0	83.3	81.9	SDN 5	80.6	76.1	79.2	77.5					
Togus	86.6	81.8	82.7	83.9	Jackson	81.5	76.0	77.6	77.4	SDN 8	83.7	78.8	79.1	79.2
White River Junction	86.2	79.2	83.8	82.9	Montgomery	86.3	72.1	78.3	79.5	Albuquerque	83.1	80.5	78.7	81.7
					St. Petersburg	79.4	76.5	81.5	77.4	Anchorage	77.9	76.3	79.1	73.9
SDN 2	83.4	80.4	78.1	77.2	San Juan	78.5	78.5	74.0	74.6	Boise	80.5	77.0	74.7	79.2
Cleveland	85.8	79.8	74.4	77.7						Cheyenne	85.7	78.2	76.8	72.8
Detroit	79.2	75.4	77.5	77.7	SDN 6	82.3	80.9	80.5	79.4	Denver	87.3	84.6	80.5	78.9
Indianapolis	83.1	84.1	77.2	80.3	Chicago	82.8	85.3	77.1	78.2	Ft. Harrison	80.7	73.7	77.8	77.5
Newark	80.2	74.2	76.8	71.4	Des Moines	83.9	79.5	80.5	81.9	Portland	81.8	76.1	81.1	77.9
Philadelphia	82.5	83.5	81.3	<b>74.2</b>	Fargo	81.5	79.2	83.5	82.5	Salt Lake City	84.3	82.7	79.0	80.1
Pittsburgh	86.3	81.5	81.3	79.4	Lincoln	81.0	81.0	83.3	81.2	Seattle	81.4	74.9	78.5	81.9
Wilmington	76.7	76.6	73.8	77.0	Milwaukee	86.0	84.0	84.5	81.8					
					St. Louis	75.1	76.3	78.5	73.0	SDN 9	79.7	80.8	79.6	78.8
SDN 3	82.8	80.9	82.8	<b>79.0</b>	St. Paul	89.7	82.4	81.2	83.6	Honolulu	76.9	80.4	76.9	78.5
Baltimore	83.3	82.4	78.6	76.8	Sioux Falls	83.0	81.4	79.8	80.3	Los Angeles	80.2	76.9	75.4	74.5
Huntington	85.5	83.4	88.0	<b>78.7</b>	Wichita	78.4	73.7	79.5	79.2	Oakland	77.3	81.3	82.8	79.9
Louisville	81.3	78.6	83.2	78.4						Phoenix	80.9	78.1	76.0	77.9
Roanoke	82.8	82.6	83.4	81.8						Reno	78.9	81.9	79.6	77.2
Washington	80.8	74.8	77.0	75.1						San Diego	80.7	83.5	83.6	85.6

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## DECISIONS ON CLAIMS

### PERCENT WHO SAID VA'S LETTER EXPLAINED THE CLAIM DECISION IN A WAY THAT WAS UNDERSTANDABLE

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	77.0	76.4	76.4	75.5										
SDN 1	80.6	78.0	78.6	78.2	SDN 4	77.5	76.0	71.9	74.5	SDN 7	72.6	74.6	76.8	76.0
Boston	85.0	79.8	82.0	76.4	Atlanta	72.8	78.8	75.9	68.5	Houston	70.4	77.6	76.4	77.3
Buffalo	76.3	77.7	80.0	79.3	Columbia	73.4	71.5	75.0	75.5	Little Rock	80.0	78.3	73.5	73.9
Hartford	82.9	78.9	78.1	73.1	Nashville	76.3	73.5	66.5	<b>76.1</b>	Muskogee	73.0	73.0	82.5	77.3
Manchester	79.0	79.3	77.6	78.5	Winston-Salem	81.1	77.5	69.1	<b>76.4</b>	New Orleans	71.5	73.1	73.8	73.3
New York	74.7	73.1	74.6	75.0						Waco	69.1	69.5	75.5	76.4
Providence	85.8	79.9	80.0	79.4	SDN 5	73.1	72.5	76.3	<b>73.2</b>					
Togus	83.3	79.5	77.2	83.5	Jackson	74.0	72.4	75.2	72.9	SDN 8	78.8	77.4	76.4	76.9
White River Junction	83.1	73.5	82.3	83.3	Montgomery	77.1	69.9	72.3	73.4	Albuquerque	77.3	79.5	72.8	76.0
					St. Petersburg	73.1	72.7	80.3	74.7	Anchorage	73.1	76.0	71.2	69.9
SDN 2	80.1	78.0	75.5	74.2	San Juan	69.6	74.5	70.6	68.0	Boise	78.3	76.1	73.1	75.3
Cleveland	82.6	78.5	74.7	73.1						Cheyenne	79.5	76.4	73.5	75.5
Detroit	73.5	75.0	73.7	73.9	SDN 6	78.9	77.6	78.0	76.2	Denver	79.8	79.0	77.2	73.8
Indianapolis	79.9	80.6	73.4	78.1	Chicago	76.8	77.4	73.3	72.9	Ft. Harrison	81.5	71.7	73.3	75.3
Newark	81.1	71.0	70.4	70.8	Des Moines	81.0	78.5	80.1	81.1	Portland	78.1	78.3	76.2	76.4
Philadelphia	83.5	79.9	77.7	71.3	Fargo	78.7	78.3	80.4	82.4	Salt Lake City	80.0	80.1	80.6	78.1
Pittsburgh	77.5	76.5	77.5	77.0	Lincoln	81.4	79.5	78.0	79.2	Seattle	77.2	71.6	78.7	78.4
Wilmington	76.8	73.3	73.2	76.9	Milwaukee	80.0	79.3	79.2	77.6					
					St. Louis	74.3	73.6	78.4	<b>69.5</b>	SDN 9	77.2	77.1	77.9	75.5
SDN 3	77.2	78.1	77.0	77.4	St. Paul	86.1	80.6	78.5	80.8	Honolulu	73.4	78.7	73.8	76.0
Baltimore	73.5	81.1	71.7	75.9	Sioux Falls	75.6	77.2	75.9	77.0	Los Angeles	72.8	72.4	74.1	72.6
Huntington	81.6	79.7	81.1	75.6	Wichita	77.1	74.1	80.1	75.1	Oakland	76.6	79.6	80.5	74.5
Louisville	76.3	78.3	73.7	78.0						Phoenix	74.0	69.9	71.4	75.0
Roanoke	75.7	78.6	80.1	81.4						Reno	75.0	76.9	78.9	73.2
Washington	78.3	70.8	72.6	69.3						San Diego	82.7	79.5	84.1	83.5

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.



## DECISIONS ON CLAIMS

### PERCENT WHO DID NOT CONTACT VA TO DISCUSS THE CLAIM DECISION LETTER AFTER RECEIVING IT

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999
	72.9	70.2	71.0	70.6									
SDN 1	72.6	71.8	72.4	70.3	SDN 4	74.3	70.1	69.2	71.7	SDN 7	74.3	69.9	70.6
Boston	78.6	70.0	73.7	76.7	Atlanta	76.6	71.5	64.8	69.9	Houston	71.6	65.7	66.8
Buffalo	72.0	75.7	74.6	<b>65.7</b>	Columbia	69.2	67.3	70.6	70.9	Little Rock	71.3	71.1	72.7
Hartford	71.9	70.5	76.4	71.6	Nashville	70.2	75.4	74.4	72.8	Muskogee	79.2	73.2	73.5
Manchester	78.8	71.6	77.5	76.6	Winston-Salem	77.5	66.9	68.3	71.8	New Orleans	69.0	71.4	70.5
New York	66.1	68.9	68.9	65.5						Waco	76.2	68.0	70.3
Providence	73.5	69.6	74.6	68.5	SDN 5	69.7	66.1	66.6	68.0				
Togus	77.7	73.2	66.8	<b>78.5</b>	Jackson	73.0	72.5	73.7	70.1	SDN 8	71.8	71.1	72.2
White River Junction	76.8	77.9	75.7	73.7	Montgomery	69.7	64.0	65.3	<b>74.0</b>	Albuquerque	75.6	69.2	70.5
					St. Petersburg	68.6	65.2	65.3	65.9	Anchorage	65.4	63.7	61.9
SDN 2	75.6	72.4	72.4	70.8	San Juan	68.1	64.9	65.8	67.6	Boise	67.5	74.8	75.3
Cleveland	75.9	74.1	72.1	70.4						Cheyenne	71.8	69.2	71.9
Detroit	74.7	69.0	71.0	71.1	SDN 6	75.0	71.4	73.8	72.6	Denver	71.6	76.0	71.2
Indianapolis	77.2	72.5	72.7	74.7	Chicago	74.5	69.5	70.6	67.3	Ft. Harrison	72.7	66.5	71.9
Newark	73.3	66.8	72.6	64.6	Des Moines	78.0	75.3	75.7	75.4	Portland	68.9	67.0	70.1
Philadelphia	74.9	74.8	71.1	72.8	Fargo	76.3	74.0	79.3	75.4	Salt Lake City	74.7	73.4	75.9
Pittsburgh	75.4	72.6	73.4	70.1	Lincoln	71.9	69.2	74.8	74.9	Seattle	70.6	71.8	73.7
Wilmington	76.5	70.0	74.3	70.1	Milwaukee	76.6	70.5	71.2	71.5				
					St. Louis	71.9	69.1	76.8	75.3	SDN 9	69.0	69.1	71.2
SDN 3	72.8	70.8	72.4	72.5	St. Paul	81.0	74.5	74.0	78.7	Honolulu	65.1	66.3	73.8
Baltimore	69.7	74.1	70.2	63.5	Sioux Falls	67.5	71.6	70.4	70.4	Los Angeles	66.1	67.1	72.7
Huntington	72.6	69.2	63.1	<b>71.4</b>	Wichita	72.9	73.4	73.6	68.6	Oakland	69.0	70.1	69.7
Louisville	76.8	75.4	75.0	78.0						Phoenix	71.0	72.2	68.9
Roanoke	69.4	67.6	76.7	72.9						Reno	70.7	68.6	71.9
Washington	75.4	67.7	68.0	71.9						San Diego	68.9	64.7	71.8

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## DECISIONS ON CLAIMS

### PERCENT WHO SAID VA'S EVALUATION OF THEIR CLAIM WAS VERY OR SOMEWHAT FAIR

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	58.6	54.4	53.6	52.8										
SDN 1	60.3	54.6	52.6	53.7	SDN 4	58.4	54.6	51.4	52.1	SDN 7	58.2	53.3	54.7	54.0
Boston	65.1	56.2	57.6	53.9	Atlanta	58.2	51.3	51.2	45.4	Houston	59.3	55.7	51.8	53.5
Buffalo	58.4	51.4	52.5	56.0	Columbia	53.3	51.3	49.8	52.3	Little Rock	61.9	62.4	54.9	52.7
Hartford	60.2	53.9	49.6	53.3	Nashville	54.6	52.7	48.0	52.5	Muskogee	59.0	44.4	60.7	55.4
Manchester	59.9	53.0	51.0	49.7	Winston-Salem	60.6	58.6	53.1	56.7	New Orleans	61.5	50.0	55.6	54.9
New York	52.7	53.0	47.2	48.6						Waco	51.9	50.6	50.7	54.0
Providence	57.4	48.1	52.3	52.5	SDN 5	56.3	53.0	53.1	<b>49.5</b>					
Togus	65.6	55.4	53.5	57.4	Jackson	57.0	53.5	47.5	49.1	SDN 8	57.2	53.4	52.3	52.3
White River Junction	54.9	49.0	53.0	53.8	Montgomery	50.4	47.8	54.1	54.1	Albuquerque	59.7	60.2	45.5	53.0
					St. Petersburg	56.3	52.4	53.6	47.3	Anchorage	54.0	45.5	47.6	43.0
SDN 2	61.1	54.3	53.8	53.2	San Juan	53.7	56.1	50.8	49.8	Boise	53.6	49.2	49.3	44.7
Cleveland	62.6	51.9	52.6	56.7						Cheyenne	52.6	44.0	54.3	47.7
Detroit	59.3	53.4	51.6	52.3	SDN 6	61.4	56.8	55.9	56.0	Denver	59.9	54.5	56.6	50.0
Indianapolis	59.0	58.0	51.3	<b>59.6</b>	Chicago	61.9	53.5	51.3	55.0	Ft. Harrison	57.6	48.6	44.1	45.1
Newark	52.5	47.1	48.6	41.7	Des Moines	64.1	59.8	59.2	60.4	Portland	59.4	55.9	55.2	55.4
Philadelphia	65.2	57.2	50.2	49.0	Fargo	58.5	60.9	58.8	56.4	Salt Lake City	57.8	53.5	58.1	55.7
Pittsburgh	58.3	51.4	60.9	54.1	Lincoln	59.3	54.6	58.5	57.0	Seattle	53.0	48.1	47.9	52.3
Wilmington	53.7	54.2	49.8	46.1	Milwaukee	64.1	59.0	57.0	64.0					
					St. Louis	53.6	54.1	55.6	<b>46.1</b>	SDN 9	56.4	54.5	53.8	52.7
SDN 3	58.0	55.8	54.6	52.2	St. Paul	71.9	62.2	56.1	59.2	Honolulu	45.3	47.1	51.8	51.1
Baltimore	56.9	58.5	49.8	54.1	Sioux Falls	60.4	57.1	58.1	57.8	Los Angeles	53.9	52.6	45.9	48.7
Huntington	60.8	58.5	57.8	53.0	Wichita	55.3	48.2	50.9	53.9	Oakland	54.4	55.6	58.5	53.0
Louisville	59.4	53.0	49.7	52.4						Phoenix	51.6	48.0	50.4	49.6
Roanoke	54.3	55.5	56.8	52.1						Reno	49.1	51.9	52.9	52.9
Washington	59.2	55.1	52.7	44.5						San Diego	62.5	57.9	57.6	60.8

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## DECISIONS ON CLAIMS

### PERCENT WHO WERE VERY OR SOMEWHAT SATISFIED WITH THE DECISION ON THEIR CLAIM

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	57.2	52.5	51.6	51.2										
SDN 1	58.6	52.1	51.3	51.6	SDN 4	54.6	53.9	47.5	49.7	SDN 7	56.0	50.3	52.9	51.6
Boston	64.2	56.8	58.5	50.6	Atlanta	55.7	51.6	46.0	46.4	Houston	55.8	54.0	52.9	54.3
Buffalo	58.3	48.6	50.6	50.8	Columbia	47.6	49.1	45.4	49.7	Little Rock	62.6	58.9	51.2	49.8
Hartford	58.3	50.8	43.6	51.6	Nashville	52.1	54.3	47.9	48.6	Muskogee	55.4	42.7	61.1	54.5
Manchester	60.6	52.1	49.2	50.7	Winston-Salem	56.8	55.7	48.0	52.3	New Orleans	56.9	48.8	51.4	51.4
New York	49.2	45.2	46.7	45.5						Waco	51.3	45.5	47.8	50.0
Providence	55.9	47.7	52.5	52.5	SDN 5	58.0	50.6	52.2	<b>48.0</b>					
Togus	62.0	57.9	51.4	59.0	Jackson	55.9	48.8	44.4	46.7	SDN 8	55.8	52.8	50.2	51.6
White River Junction	54.7	44.1	49.7	53.4	Montgomery	50.8	44.2	49.8	49.8	Albuquerque	59.9	56.8	49.0	53.1
					St. Petersburg	58.0	50.6	52.9	46.6	Anchorage	53.4	44.1	43.4	40.9
SDN 2	59.6	53.1	50.6	50.5	San Juan	56.3	55.3	54.9	50.0	Boise	50.3	50.6	46.8	46.4
Cleveland	62.0	51.3	46.4	52.2						Cheyenne	50.6	45.0	50.3	45.7
Detroit	58.5	52.1	47.9	51.1	SDN 6	59.3	55.8	54.3	55.4	Denver	59.2	53.6	54.4	54.7
Indianapolis	59.6	54.3	50.4	57.6	Chicago	55.0	52.9	52.1	51.2	Ft. Harrison	57.9	48.0	43.9	43.3
Newark	45.5	46.2	48.0	<b>37.3</b>	Des Moines	62.2	59.5	55.2	57.7	Portland	55.3	55.6	49.3	52.4
Philadelphia	60.0	56.4	49.2	46.9	Fargo	56.0	57.9	57.7	57.0	Salt Lake City	57.1	50.8	54.3	51.2
Pittsburgh	61.3	50.2	56.4	52.6	Lincoln	56.4	52.7	57.8	56.3	Seattle	51.6	47.5	46.4	51.6
Wilmington	51.0	54.1	49.5	43.8	Milwaukee	64.7	55.4	55.3	<b>63.7</b>					
					St. Louis	52.7	54.5	51.0	47.8	SDN 9	56.2	52.2	52.8	52.2
SDN 3	56.5	52.7	53.0	51.2	St. Paul	71.5	62.0	56.0	62.2	Honolulu	46.1	48.2	51.4	49.8
Baltimore	55.7	57.7	50.9	51.4	Sioux Falls	58.3	56.6	54.7	55.9	Los Angeles	53.2	50.4	46.7	48.7
Huntington	55.2	54.5	56.5	52.4	Wichita	55.8	47.4	50.0	53.7	Oakland	54.9	50.9	56.9	54.2
Louisville	60.1	50.6	47.0	50.6						Phoenix	50.4	47.4	45.7	46.3
Roanoke	53.2	51.6	53.5	51.4						Reno	46.4	51.7	51.1	50.4
Washington	58.5	50.2	53.5	<b>44.4</b>						San Diego	63.4	59.0	58.6	61.5

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## DECISIONS ON CLAIMS

### PERCENT WHO SAID THE APPEAL PROCESS WAS CLEARLY EXPLAINED

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	76.6	74.4	74.4	<b>72.2</b>										
SDN 1	76.9	74.5	76.8	75.2	SDN 4	76.1	75.8	73.3	72.7	SDN 7	75.1	73.5	75.4	<b>71.5</b>
Boston	82.1	80.3	83.7	<b>73.3</b>	Atlanta	72.0	76.3	72.2	67.4	Houston	74.1	78.9	71.0	70.5
Buffalo	72.5	80.7	77.0	78.7	Columbia	78.0	73.3	74.3	74.9	Little Rock	80.5	77.0	74.6	72.6
Hartford	77.9	76.2	75.7	73.4	Nashville	71.3	77.9	69.4	69.9	Muskogee	78.3	66.8	81.7	78.3
Manchester	77.7	74.9	72.7	75.5	Winston-Salem	80.2	74.4	75.7	78.0	New Orleans	72.3	76.8	73.4	74.2
New York	71.5	65.4	73.0	72.0						Waco	73.7	70.2	76.6	<b>67.1</b>
Providence	83.3	75.7	80.1	74.9	SDN 5	73.6	73.9	74.1	<b>70.1</b>					
Togus	80.8	75.9	72.6	<b>81.2</b>	Jackson	77.2	78.1	74.3	67.0	SDN 8	79.0	72.5	73.3	71.9
White River Junction	82.1	72.8	79.2	73.3	Montgomery	82.1	75.1	72.5	76.6	Albuquerque	78.5	74.7	71.3	73.5
					St. Petersburg	76.5	76.4	79.6	72.5	Anchorage	70.0	73.1	67.0	68.1
SDN 2	80.4	75.3	73.0	70.3	San Juan	58.1	66.7	58.2	56.5	Boise	77.7	75.6	70.2	72.7
Cleveland	77.9	75.3	68.6	73.3						Cheyenne	76.3	68.6	66.4	66.8
Detroit	82.1	73.1	70.1	65.0	SDN 6	78.2	74.1	74.9	74.2	Denver	82.8	74.3	79.2	71.6
Indianapolis	78.4	78.0	73.7	72.9	Chicago	72.5	68.0	70.8	76.4	Ft. Harrison	77.5	72.9	75.1	73.3
Newark	81.9	73.8	71.5	65.9	Des Moines	77.3	75.7	74.8	72.8	Portland	80.8	73.0	75.1	68.5
Philadelphia	83.5	73.9	77.7	<b>66.7</b>	Fargo	77.8	72.3	75.6	74.5	Salt Lake City	75.5	72.3	78.1	70.5
Pittsburgh	80.1	79.8	77.6	77.3	Lincoln	78.4	75.8	77.3	78.6	Seattle	79.4	69.4	72.8	76.4
Wilmington	75.8	67.6	68.4	71.1	Milwaukee	80.8	79.3	79.9	74.1					
					St. Louis	76.5	75.1	74.9	70.0	SDN 9	72.5	75.8	74.0	71.7
SDN 3	79.0	74.5	76.0	74.9	St. Paul	84.0	78.0	76.3	76.4	Honolulu	74.9	71.2	70.4	70.6
Baltimore	70.1	73.0	74.1	68.3	Sioux Falls	80.1	68.3	77.3	69.9	Los Angeles	69.6	74.6	73.0	69.3
Huntington	81.5	75.0	81.8	78.8	Wichita	77.1	69.4	72.4	70.2	Oakland	73.0	79.3	76.5	70.9
Louisville	78.3	77.5	72.6	74.4						Phoenix	68.2	70.8	69.8	71.8
Roanoke	81.5	76.7	77.7	78.5						Reno	76.1	75.0	78.2	71.5
Washington	79.4	65.9	73.7	69.3						San Diego	75.3	74.3	74.7	78.3

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## DECISIONS ON CLAIMS

### PERCENT WHO HAVE NOT APPEALED THE DECISION ON THEIR CLAIM

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	83.9	80.4	80.6	81.4										
SDN 1	81.7	78.6	79.3	80.1	SDN 4	82.6	82.2	80.3	<b>83.0</b>	SDN 7	85.7	81.0	80.2	80.9
Boston	84.8	74.1	81.2	83.6	Atlanta	78.5	80.2	82.4	81.7	Houston	81.0	78.2	74.8	81.0
Buffalo	79.0	79.2	80.5	79.0	Columbia	79.8	80.1	80.0	80.8	Little Rock	84.0	82.0	80.1	79.1
Hartford	85.6	78.4	75.7	79.8	Nashville	84.8	84.2	84.0	81.7	Muskogee	83.8	82.0	83.4	83.4
Manchester	85.9	79.5	80.9	82.1	Winston-Salem	84.4	83.2	75.8	<b>85.5</b>	New Orleans	89.3	77.4	81.2	78.4
New York	75.3	77.1	75.6	75.5						Waco	87.5	80.9	81.1	80.8
Providence	81.1	74.1	75.7	76.5	SDN 5	84.6	76.2	78.1	79.2					
Togus	86.6	81.6	81.3	84.1	Jackson	84.8	79.2	79.2	78.1	SDN 8	83.6	81.3	80.6	82.6
White River Junction	85.8	83.1	81.9	82.3	Montgomery	80.6	73.9	74.9	77.4	Albuquerque	84.8	80.5	75.9	77.3
					St. Petersburg	84.7	75.2	79.6	79.2	Anchorage	81.4	78.6	78.5	78.9
SDN 2	85.8	80.5	81.2	80.8	San Juan	83.0	75.9	74.4	<b>81.9</b>	Boise	84.4	80.8	80.2	76.5
Cleveland	87.1	80.9	80.8	81.6						Cheyenne	82.7	75.4	80.5	84.2
Detroit	84.8	78.9	80.4	79.6	SDN 6	84.6	82.2	83.8	83.3	Denver	84.9	85.3	81.3	81.6
Indianapolis	88.6	79.7	79.5	<b>86.7</b>	Chicago	85.6	81.0	82.7	80.2	Ft. Harrison	88.1	75.6	75.4	80.0
Newark	78.4	76.4	77.7	72.6	Des Moines	85.6	83.5	85.9	84.3	Portland	82.8	82.7	79.2	80.7
Philadelphia	85.7	81.9	80.3	79.7	Fargo	88.4	85.3	90.1	88.4	Salt Lake City	85.5	83.3	86.1	84.4
Pittsburgh	86.6	78.8	81.9	80.3	Lincoln	82.2	80.8	84.0	85.2	Seattle	78.2	78.6	80.7	83.2
Wilmington	84.6	78.6	83.0	79.5	Milwaukee	87.0	79.9	83.7	85.9					
					St. Louis	79.8	81.4	80.8	80.9	SDN 9	80.3	79.4	81.4	81.2
SDN 3	84.3	82.6	81.0	81.6	St. Paul	87.7	85.0	83.8	86.2	Honolulu	79.4	78.5	83.2	78.3
Baltimore	87.8	82.7	78.2	76.3	Sioux Falls	83.5	84.2	83.5	82.1	Los Angeles	77.6	74.0	77.3	77.3
Huntington	84.3	82.5	76.6	79.9	Wichita	82.6	80.3	84.3	81.2	Oakland	78.0	79.5	80.1	81.7
Louisville	84.2	77.9	79.6	79.1						Phoenix	81.4	77.9	82.7	82.3
Roanoke	82.2	83.5	82.3	83.4						Reno	79.6	79.0	82.0	77.1
Washington	83.8	84.5	83.7	83.9						San Diego	82.2	84.5	85.2	85.9

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## OVERALL IMPRESSIONS

### PERCENT WHO SAID VA EMPLOYEES WERE VERY OR GENERALLY HELPFUL

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	69.5	69.1	70.3	<b>68.1</b>										
SDN 1	72.1	70.6	69.7	69.0	SDN 4	68.3	67.2	66.6	67.4	SDN 7	70.3	65.7	70.2	68.8
Boston	72.9	70.1	68.9	71.8	Atlanta	63.5	63.3	63.9	60.6	Houston	68.7	66.1	67.7	67.9
Buffalo	72.8	69.0	70.2	65.4	Columbia	68.3	69.6	69.2	71.2	Little Rock	75.4	71.4	65.7	64.4
Hartford	73.2	72.1	66.2	68.1	Nashville	66.0	69.5	64.6	68.8	Muskogee	71.5	65.2	73.0	<b>64.1</b>
Manchester	77.2	77.7	76.9	71.2	Winston-Salem	71.5	65.4	68.3	68.4	New Orleans	66.0	62.2	71.9	69.6
New York	66.5	66.7	66.8	65.0						Waco	69.1	63.4	70.7	72.4
Providence	71.6	73.2	72.2	69.9	SDN 5	67.1	68.3	70.6	<b>68.3</b>					
Togus	76.8	76.2	71.5	77.3	Jackson	68.8	67.0	66.7	61.8	SDN 8	69.7	70.2	71.5	<b>68.0</b>
White River Junction	75.7	73.2	76.4	77.3	Montgomery	59.0	64.9	68.2	71.4	Albuquerque	68.4	66.7	62.6	66.0
					St. Petersburg	66.4	66.2	72.2	67.1	Anchorage	65.9	65.5	65.2	62.5
SDN 2	68.9	71.0	70.4	<b>67.6</b>	San Juan	74.7	74.5	72.5	72.4	Boise	70.5	69.6	72.4	67.6
Cleveland	73.3	72.9	69.3	68.5						Cheyenne	66.5	64.6	71.0	65.4
Detroit	63.9	65.7	71.3	66.0	SDN 6	73.5	72.4	71.8	<b>68.9</b>	Denver	69.2	67.4	72.7	67.4
Indianapolis	69.7	71.8	66.9	68.6	Chicago	73.1	67.5	66.8	66.2	Ft. Harrison	74.4	72.2	67.8	64.8
Newark	61.6	63.6	64.5	58.0	Des Moines	76.2	76.9	74.5	69.4	Portland	70.2	72.1	71.6	69.6
Philadelphia	68.5	72.4	70.5	67.8	Fargo	77.6	73.7	77.6	78.2	Salt Lake City	76.8	70.7	77.2	72.3
Pittsburgh	69.4	73.5	74.9	72.3	Lincoln	76.3	70.7	73.0	70.3	Seattle	68.4	68.9	72.9	68.5
Wilmington	76.4	73.1	70.0	67.6	Milwaukee	72.3	77.5	74.8	74.3					
					St. Louis	69.2	72.1	70.8	<b>60.1</b>	SDN 9	68.5	70.4	72.0	<b>67.3</b>
SDN 3	67.2	67.4	69.6	67.2	St. Paul	78.8	77.0	74.8	76.4	Honolulu	69.7	74.0	73.8	71.0
Baltimore	67.1	67.0	70.1	65.0	Sioux Falls	76.7	72.5	75.8	<b>69.6</b>	Los Angeles	64.1	66.6	69.8	66.8
Huntington	75.1	71.0	73.3	72.4	Wichita	69.6	66.3	67.3	66.5	Oakland	66.7	73.5	76.0	<b>64.7</b>
Louisville	65.0	69.1	69.0	66.2						Phoenix	65.1	62.9	65.7	66.6
Roanoke	66.8	68.5	69.6	68.9						Reno	68.7	71.2	68.3	67.7
Washington	63.1	58.4	64.8	58.7						San Diego	75.3	74.1	73.0	70.7

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## OVERALL IMPRESSIONS

### PERCENT WHO SAID THE CLAIMS PROCESS REFLECTED THE COURTESY, COMPASSION, AND RESPECT DUE TO A U.S. VETERAN

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	70.8	70.9	70.9	<b>69.5</b>										
SDN 1	73.4	72.4	70.6	70.0	SDN 4	70.8	69.6	66.0	<b>68.6</b>	SDN 7	69.7	68.2	70.8	69.9
Boston	76.6	72.6	72.6	71.8	Atlanta	66.8	65.1	63.3	63.6	Houston	67.7	70.2	67.4	<b>76.3</b>
Buffalo	67.7	72.8	71.2	68.0	Columbia	68.2	69.8	68.4	71.7	Little Rock	71.1	72.2	71.7	<b>64.6</b>
Hartford	76.0	71.4	71.6	72.3	Nashville	66.4	70.5	66.2	68.8	Muskogee	70.3	70.1	73.9	68.8
Manchester	79.2	79.1	72.8	76.0	Winston-Salem	74.9	70.2	66.0	68.9	New Orleans	69.0	66.0	71.5	70.2
New York	69.0	68.5	67.0	64.5						Waco	68.7	63.3	70.2	66.5
Providence	72.2	72.9	73.2	69.2	SDN 5	67.5	71.2	70.0	69.2					
Togus	80.4	75.3	70.0	<b>77.4</b>	Jackson	68.6	67.7	66.4	64.7	SDN 8	70.6	71.6	71.4	69.8
White River Junction	71.6	72.7	72.8	73.4	Montgomery	56.3	63.3	65.4	68.1	Albuquerque	70.1	69.7	64.8	67.5
					St. Petersburg	68.6	72.6	71.3	68.1	Anchorage	65.9	66.2	68.7	64.5
SDN 2	71.4	71.5	72.1	69.7	San Juan	73.8	76.4	73.8	76.1	Boise	71.9	69.8	69.9	68.0
Cleveland	75.2	69.7	70.6	68.6						Cheyenne	67.2	65.4	72.7	67.3
Detroit	64.1	65.0	71.7	69.3	SDN 6	75.7	73.7	73.7	<b>70.7</b>	Denver	69.6	71.6	74.0	<b>66.6</b>
Indianapolis	73.0	75.2	73.4	70.7	Chicago	76.2	70.0	69.6	65.9	Ft. Harrison	72.7	68.7	65.8	66.3
Newark	69.5	66.0	66.5	60.5	Des Moines	77.6	75.3	76.6	74.8	Portland	70.4	74.1	71.5	70.2
Philadelphia	66.7	73.6	71.7	70.6	Fargo	77.0	74.0	77.1	75.6	Salt Lake City	74.7	68.5	77.1	75.2
Pittsburgh	75.4	76.5	74.7	75.2	Lincoln	77.2	73.5	77.1	73.4	Seattle	70.4	70.1	69.2	71.1
Wilmington	73.9	70.5	73.1	70.3	Milwaukee	77.5	73.4	76.5	72.0					
					St. Louis	70.0	74.9	72.4	67.8	SDN 9	69.6	71.2	72.8	<b>68.2</b>
SDN 3	69.5	68.9	71.4	69.1	St. Paul	79.1	82.6	74.3	79.0	Honolulu	67.9	74.2	72.5	69.6
Baltimore	68.8	66.5	66.5	69.1	Sioux Falls	76.1	69.7	75.1	71.8	Los Angeles	66.2	68.6	71.4	<b>64.6</b>
Huntington	72.7	72.8	73.4	72.6	Wichita	73.1	66.0	70.8	66.1	Oakland	68.6	73.3	74.9	<b>66.1</b>
Louisville	68.2	69.8	71.5	68.6						Phoenix	63.6	64.0	67.0	69.6
Roanoke	69.9	70.8	74.5	71.1						Reno	69.4	67.7	71.8	67.3
Washington	67.1	61.0	64.1	59.1						San Diego	76.6	74.5	74.8	74.3

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## OVERALL IMPRESSIONS

### PERCENT WHO DID NOT HAVE TO CONTACT VA MORE THAN ONCE ABOUT THE SAME PROBLEM OR QUESTION

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	55.8	54.2	55.8	<b>54.7</b>										
SDN 1	56.9	55.2	54.9	55.5	SDN 4	59.9	55.3	53.6	56.3	SDN 7	54.7	54.3	56.2	53.9
Boston	60.6	56.3	57.9	56.4	Atlanta	56.6	50.5	44.8	<b>53.2</b>	Houston	49.9	53.4	54.1	52.5
Buffalo	51.9	58.4	56.5	51.2	Columbia	56.4	56.7	60.8	58.6	Little Rock	55.9	59.7	56.0	53.7
Hartford	57.8	50.0	55.6	58.0	Nashville	59.0	58.5	56.6	54.8	Muskogee	59.6	53.1	59.9	53.3
Manchester	67.4	61.7	66.7	<b>58.4</b>	Winston-Salem	62.5	55.2	54.2	56.9	New Orleans	54.5	55.0	53.5	51.9
New York	52.8	49.1	49.4	52.9						Waco	53.7	51.4	56.4	55.5
Providence	55.4	51.1	51.7	53.6	SDN 5	51.5	50.4	52.6	54.1					
Togus	64.0	65.1	55.2	<b>65.0</b>	Jackson	52.9	54.6	56.5	50.2	SDN 8	55.6	55.1	55.7	57.6
White River Junction	61.6	59.8	65.4	62.7	Montgomery	44.6	43.2	56.1	55.0	Albuquerque	56.8	53.6	50.7	53.8
					St. Petersburg	54.4	55.5	52.4	58.4	Anchorage	51.1	50.3	51.3	51.8
SDN 2	56.5	56.0	58.2	<b>54.5</b>	San Juan	44.2	44.6	43.5	44.7	Boise	57.6	55.0	55.8	57.4
Cleveland	63.4	56.9	58.5	54.2						Cheyenne	56.3	55.3	57.5	58.2
Detroit	53.7	52.9	55.2	52.0	SDN 6	60.1	55.6	60.1	<b>56.5</b>	Denver	52.5	52.6	60.1	54.0
Indianapolis	59.2	57.1	60.2	58.5	Chicago	57.8	51.0	53.3	51.1	Ft. Harrison	54.2	53.6	53.9	54.2
Newark	48.2	46.2	52.6	46.4	Des Moines	63.4	59.9	62.3	56.5	Portland	51.6	57.4	58.2	57.1
Philadelphia	49.2	60.1	55.1	51.8	Fargo	62.6	55.0	63.1	65.0	Salt Lake City	59.3	59.7	64.5	62.1
Pittsburgh	58.8	59.7	64.4	61.9	Lincoln	61.8	59.6	62.2	63.6	Seattle	56.9	49.8	49.5	<b>58.4</b>
Wilmington	59.9	53.6	58.3	56.8	Milwaukee	61.4	55.0	65.0	61.7					
					St. Louis	53.8	52.8	54.8	<b>45.8</b>	SDN 9	53.3	53.0	54.1	52.5
SDN 3	54.1	53.7	56.5	<b>51.5</b>	St. Paul	67.5	64.0	66.9	67.5	Honolulu	52.9	53.5	59.5	<b>50.8</b>
Baltimore	48.5	53.3	53.8	48.0	Sioux Falls	61.9	58.5	62.6	62.6	Los Angeles	46.4	43.8	49.8	49.5
Huntington	60.6	55.5	62.4	<b>52.9</b>	Wichita	60.4	54.5	62.9	<b>54.7</b>	Oakland	54.6	59.0	56.8	<b>48.3</b>
Louisville	55.2	57.8	58.0	53.4						Phoenix	49.8	44.6	49.6	55.4
Roanoke	52.7	53.2	59.2	54.7						Reno	50.1	54.1	50.8	54.1
Washington	53.0	43.9	41.9	42.4						San Diego	62.5	58.1	59.2	59.4

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.



## OVERALL IMPRESSIONS

### PERCENT WHO SAID VA FULLY ADDRESSED ALL OF THEIR QUESTIONS, CONCERNS, AND COMPLAINTS

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	63.4	61.8	62.2	<b>60.7</b>										
SDN 1	65.9	63.1	62.2	61.3	SDN 4	63.2	60.7	59.2	<b>62.4</b>	SDN 7	63.7	58.8	62.7	62.3
Boston	65.5	64.1	61.6	60.1	Atlanta	56.5	55.5	53.5	52.9	Houston	59.3	60.7	59.1	63.0
Buffalo	59.9	64.2	60.6	61.8	Columbia	61.9	63.4	62.3	65.4	Little Rock	68.2	65.0	62.5	56.3
Hartford	68.9	61.1	57.5	59.4	Nashville	60.6	62.9	61.7	60.9	Muskogee	63.5	55.2	65.5	59.6
Manchester	69.6	67.9	65.4	65.1	Winston-Salem	68.5	60.4	59.1	<b>68.0</b>	New Orleans	64.8	58.8	62.9	62.7
New York	62.8	57.1	60.8	56.2						Waco	61.9	54.8	63.0	64.0
Providence	65.8	64.1	62.5	63.7	SDN 5	60.8	62.1	63.8	61.7					
Togus	68.5	67.6	64.6	68.1	Jackson	62.9	62.4	60.1	55.7	SDN 8	63.2	60.8	61.8	58.8
White River Junction	68.1	61.7	65.1	69.1	Montgomery	54.3	56.2	65.1	65.4	Albuquerque	60.3	56.4	54.8	56.5
					St. Petersburg	58.7	58.0	62.4	58.4	Anchorage	54.7	56.6	51.5	55.8
SDN 2	63.6	62.7	61.8	59.3	San Juan	66.0	71.4	66.5	68.8	Boise	61.5	58.6	59.7	53.4
Cleveland	69.5	61.6	60.3	61.2						Cheyenne	59.8	52.7	63.0	<b>55.3</b>
Detroit	56.3	56.3	60.8	60.8	SDN 6	66.4	65.6	64.5	<b>61.0</b>	Denver	63.4	58.4	66.4	<b>56.7</b>
Indianapolis	64.9	65.4	61.6	58.5	Chicago	63.6	66.8	58.9	53.3	Ft. Harrison	62.6	58.6	54.1	53.8
Newark	54.9	51.9	56.1	48.7	Des Moines	71.9	69.6	68.9	65.4	Portland	64.2	63.4	62.6	60.6
Philadelphia	61.4	68.1	59.9	58.7	Fargo	72.6	66.9	69.3	71.1	Salt Lake City	66.8	59.5	67.3	64.0
Pittsburgh	67.7	65.5	66.4	62.2	Lincoln	69.7	64.4	66.1	64.5	Seattle	62.1	58.3	59.6	60.0
Wilmington	64.6	62.7	60.2	55.1	Milwaukee	64.2	65.9	70.7	68.1					
					St. Louis	61.1	61.9	61.1	<b>51.2</b>	SDN 9	60.3	60.3	61.7	<b>58.5</b>
SDN 3	64.4	62.9	61.7	59.1	St. Paul	71.9	70.0	67.1	71.8	Honolulu	56.4	65.8	62.8	61.8
Baltimore	61.4	64.0	57.4	56.7	Sioux Falls	67.3	63.3	66.9	64.4	Los Angeles	55.6	55.1	60.1	56.3
Huntington	67.7	67.3	68.9	63.8	Wichita	67.3	57.3	60.4	59.4	Oakland	58.7	63.3	62.6	<b>54.9</b>
Louisville	63.9	64.9	61.7	62.4						Phoenix	56.5	52.9	56.6	57.8
Roanoke	65.2	64.4	62.2	60.8						Reno	60.7	57.5	61.4	59.9
Washington	61.4	50.3	54.4	<b>46.5</b>						San Diego	67.6	61.6	63.1	65.5

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## OVERALL IMPRESSIONS

### PERCENT WHO WERE VERY OR SOMEWHAT SATISFIED WITH THE HANDLING OF THEIR CLAIM

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	57.7	56.7	56.5	55.7										
SDN 1	58.8	57.8	57.6	56.5	SDN 4	56.9	57.2	53.2	54.1	SDN 7	58.4	52.3	57.3	57.9
Boston	61.7	63.0	59.4	60.2	Atlanta	52.3	52.3	47.0	51.2	Houston	54.3	53.7	55.2	59.0
Buffalo	51.5	56.0	56.5	55.4	Columbia	56.1	58.9	56.3	58.6	Little Rock	57.9	60.9	57.1	51.0
Hartford	59.0	56.4	54.3	54.4	Nashville	54.7	58.9	57.2	51.6	Muskogee	59.1	49.5	61.9	55.4
Manchester	60.9	64.8	58.3	54.7	Winston-Salem	58.8	55.9	52.5	54.6	New Orleans	57.0	51.3	56.8	57.5
New York	55.3	51.8	56.5	50.6						Waco	58.2	47.1	55.0	60.3
Providence	53.8	56.7	53.7	54.8	SDN 5	55.6	55.6	55.5	55.2					
Togus	67.2	58.5	56.6	<b>63.9</b>	Jackson	58.1	55.5	53.3	48.0	SDN 8	56.6	57.5	55.6	55.0
White River Junction	58.2	53.0	60.6	60.8	Montgomery	43.9	49.0	53.3	55.8	Albuquerque	58.8	56.7	51.4	54.2
					St. Petersburg	55.5	54.4	56.0	55.7	Anchorage	53.1	48.8	50.1	48.0
SDN 2	57.9	58.3	57.2	55.6	San Juan	61.5	62.0	57.0	58.5	Boise	57.8	55.9	54.0	52.0
Cleveland	63.6	57.3	57.6	57.3						Cheyenne	52.8	44.6	55.7	<b>48.8</b>
Detroit	52.1	52.4	52.5	53.7	SDN 6	60.8	60.7	58.3	56.6	Denver	54.7	59.4	57.0	53.8
Indianapolis	56.5	59.4	54.5	58.8	Chicago	62.3	60.4	56.6	53.8	Ft. Harrison	53.8	53.0	50.1	49.9
Newark	49.5	52.4	52.6	<b>45.0</b>	Des Moines	57.7	63.7	60.6	57.5	Portland	57.0	61.1	56.7	54.4
Philadelphia	57.4	61.6	56.8	54.0	Fargo	62.2	62.1	60.3	62.0	Salt Lake City	60.8	56.7	64.0	61.8
Pittsburgh	58.2	61.6	61.7	60.6	Lincoln	60.0	58.7	57.5	57.4	Seattle	54.4	53.7	52.1	57.6
Wilmington	57.0	56.1	55.6	54.5	Milwaukee	58.6	63.2	62.2	60.0					
					St. Louis	56.8	58.0	53.9	50.0	SDN 9	56.1	55.8	57.2	54.9
SDN 3	57.9	56.8	56.8	54.6	St. Paul	68.7	66.9	60.8	63.5	Honolulu	53.6	55.8	59.0	52.6
Baltimore	59.0	57.8	52.9	57.8	Sioux Falls	61.1	58.8	60.3	62.0	Los Angeles	50.9	54.3	53.8	53.4
Huntington	57.7	60.5	60.9	59.6	Wichita	59.1	51.0	55.1	53.7	Oakland	56.5	56.4	60.1	54.0
Louisville	56.9	58.8	56.3	54.6						Phoenix	49.9	48.6	50.6	54.5
Roanoke	58.0	56.0	58.3	54.2						Reno	50.6	56.3	55.4	54.0
Washington	55.8	48.1	49.3	44.3						San Diego	64.7	57.9	60.7	58.8

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

# OVERALL IMPRESSIONS

## PERCENT WHO FELT VA TREATED THEM AS AN INDIVIDUAL, NOT JUST A CLAIM TO BE PROCESSED

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation				61.9										
SDN 1				63.4	SDN 4				60.5	SDN 7				63.3
Boston				70.3	Atlanta				56.4	Houston				66.2
Buffalo				61.8	Columbia				67.2	Little Rock				59.6
Hartford				63.5	Nashville				58.2	Muskogee				60.9
Manchester				65.2	Winston-Salem				60.7	New Orleans				67.5
New York				55.9						Waco				61.0
Providence				62.2	SDN 5				63.1					
Togus				69.6	Jackson				58.1	SDN 8				59.5
White River Junction				69.8	Montgomery				61.6	Albuquerque				58.9
					St. Petersburg				59.5	Anchorage				49.1
SDN 2				63.2	San Juan				81.0	Boise				57.3
Cleveland				64.1						Cheyenne				57.7
Detroit				63.4	SDN 6				63.7	Denver				54.6
Indianapolis				64.8	Chicago				60.5	Ft. Harrison				52.6
Newark				51.6	Des Moines				70.4	Portland				62.8
Philadelphia				61.5	Fargo				73.1	Salt Lake City				66.3
Pittsburgh				70.6	Lincoln				62.2	Seattle				60.5
Wilmington				59.9	Milwaukee				68.5					
					St. Louis				54.6	SDN 9				59.6
SDN 3				59.4	St. Paul				74.9	Honolulu				64.7
Baltimore				59.1	Sioux Falls				64.3	Los Angeles				58.3
Huntington				61.3	Wichita				56.8	Oakland				54.8
Louisville				59.8						Phoenix				61.1
Roanoke				61.0						Reno				58.7
Washington				51.1						San Diego				63.2

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## OVERALL IMPRESSIONS

### PERCENT WHO RATED THEIR OWN KNOWLEDGE OF VA BENEFITS AS EXCELLENT, VERY GOOD, OR GOOD

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
	57.5	56.8	55.9	56.5										
SDN 1	58.6	57.8	58.5	57.0	SDN 4	57.7	57.6	53.6	55.5	SDN 7	55.1	57.0	53.2	<b>55.7</b>
Boston	61.0	62.6	62.3	58.0	Atlanta	54.0	56.6	55.0	55.0	Houston	55.0	55.6	54.9	56.2
Buffalo	59.8	57.1	56.2	55.9	Columbia	59.4	59.0	57.5	56.3	Little Rock	55.2	59.1	52.2	56.1
Hartford	63.0	56.0	58.3	59.9	Nashville	53.1	55.0	52.0	53.9	Muskogee	53.3	53.9	53.3	56.2
Manchester	57.5	61.1	58.9	60.3	Winston-Salem	61.5	58.3	50.9	56.2	New Orleans	56.7	55.5	51.0	55.7
New York	54.7	55.7	59.3	56.6						Waco	55.9	57.6	52.9	54.9
Providence	60.9	57.1	51.6	56.2	SDN 5	56.5	55.2	55.8	57.7					
Togus	59.0	55.6	58.4	54.4	Jackson	57.6	53.3	53.8	53.6	SDN 8	58.6	55.5	55.3	55.7
White River Junction	58.2	52.0	54.3	55.3	Montgomery	55.4	52.8	53.0	54.3	Albuquerque	60.0	58.0	52.4	<b>60.5</b>
					St. Petersburg	57.0	55.4	58.3	59.7	Anchorage	58.9	58.5	58.2	55.3
SDN 2	56.8	57.2	56.2	55.7	San Juan	58.7	57.7	56.9	58.8	Boise	57.0	56.7	52.6	52.1
Cleveland	58.9	53.7	55.2	53.0						Cheyenne	55.6	53.9	57.0	57.5
Detroit	53.3	54.8	53.0	58.1	SDN 6	56.6	55.7	58.3	56.3	Denver	59.0	56.7	56.7	54.7
Indianapolis	57.2	54.6	53.0	53.8	Chicago	53.1	54.6	60.5	58.3	Ft. Harrison	54.8	52.4	48.4	53.8
Newark	57.4	59.8	64.1	<b>54.5</b>	Des Moines	56.2	59.1	53.7	55.4	Portland	60.3	54.1	55.5	53.9
Philadelphia	55.2	60.2	55.1	57.5	Fargo	65.3	56.2	56.6	58.8	Salt Lake City	55.7	57.7	57.1	52.2
Pittsburgh	55.0	61.7	58.9	58.7	Lincoln	58.4	54.8	57.6	59.9	Seattle	59.1	55.0	54.2	55.7
Wilmington	65.1	61.4	58.5	57.1	Milwaukee	57.6	61.2	62.1	58.3					
					St. Louis	54.5	53.7	55.0	51.5	SDN 9	61.7	57.0	58.4	58.3
SDN 3	58.8	58.9	56.2	57.6	St. Paul	62.4	56.3	59.1	57.9	Honolulu	66.2	65.8	56.2	62.3
Baltimore	61.4	62.8	61.6	57.2	Sioux Falls	59.1	54.7	56.7	54.5	Los Angeles	59.0	54.1	57.8	55.4
Huntington	56.7	56.0	52.3	54.4	Wichita	56.1	49.9	57.9	53.5	Oakland	60.7	51.1	60.8	56.7
Louisville	55.0	56.0	49.4	51.6						Phoenix	61.9	58.8	53.0	<b>62.4</b>
Roanoke	57.8	59.3	59.3	60.9						Reno	57.6	61.3	58.6	60.8
Washington	64.6	62.3	59.7	61.7						San Diego	64.1	66.9	59.3	62.8

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## OVERALL IMPRESSIONS

### PERCENT WHO SAID VA KEPT THEM INFORMED OF THE FULL RANGE OF AVAILABLE BENEFITS AND SERVICES (OF THOSE WHO NEEDED THIS INFORMATION)

Nation	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	37.0	38.6	37.8	37.4										
SDN 1	38.4	37.9	38.4	37.6	SDN 4	37.3	39.3	36.6	37.4	SDN 7	38.0	38.1	38.5	36.7
Boston	40.3	41.0	41.1	38.8	Atlanta	31.7	36.0	31.9	36.2	Houston	33.7	40.3	40.8	40.5
Buffalo	34.1	40.4	36.4	39.2	Columbia	39.0	42.4	39.9	38.1	Little Rock	41.5	37.7	36.9	33.3
Hartford	42.4	35.2	37.8	41.2	Nashville	37.5	38.3	34.6	35.5	Muskogee	40.2	36.0	35.6	33.2
Manchester	41.6	44.0	39.4	40.2	Winston-Salem	39.2	39.2	39.3	38.0	New Orleans	38.4	36.9	34.9	37.0
New York	36.2	35.2	38.1	33.3						Waco	37.5	37.4	39.7	35.8
Providence	39.3	40.7	38.3	37.4	SDN 5	33.7	38.1	35.1	36.2					
Togus	41.8	32.7	37.4	41.5	Jackson	38.7	35.7	30.3	31.0	SDN 8	34.9	37.4	37.1	36.4
White River Junction	35.5	35.8	39.5	40.9	Montgomery	28.7	32.3	34.9	33.7	Albuquerque	37.9	37.2	39.4	37.0
					St. Petersburg	34.7	37.7	35.7	37.4	Anchorage	34.5	32.5	33.8	33.8
SDN 2	36.5	37.7	38.7	38.1	San Juan	35.6	42.6	36.1	39.6	Boise	37.8	38.1	29.2	32.1
Cleveland	36.2	37.8	37.6	36.8						Cheyenne	33.9	36.8	37.3	38.5
Detroit	31.1	29.8	33.5	33.1	SDN 6	38.1	40.7	38.7	38.6	Denver	32.2	39.6	38.9	35.6
Indianapolis	34.4	35.7	36.8	38.5	Chicago	37.9	41.5	33.2	<b>40.2</b>	Ft. Harrison	34.7	37.0	33.6	30.6
Newark	35.2	31.8	39.1	35.6	Des Moines	35.1	38.5	36.7	33.6	Portland	35.9	36.9	34.2	32.0
Philadelphia	38.7	43.4	41.4	41.6	Fargo	43.8	40.6	40.0	43.9	Salt Lake City	34.7	37.1	36.5	32.8
Pittsburgh	42.4	44.0	44.9	42.9	Lincoln	40.3	40.6	41.5	41.0	Seattle	34.1	35.1	38.3	37.7
Wilmington	45.9	43.0	39.6	40.2	Milwaukee	36.5	44.7	40.2	41.0					
					St. Louis	34.2	38.1	39.5	<b>32.0</b>	SDN 9	39.7	39.5	39.8	38.8
SDN 3	37.2	38.4	38.1	37.1	St. Paul	45.5	44.4	41.5	40.7	Honolulu	46.3	49.0	43.9	46.9
Baltimore	36.9	43.9	41.8	39.7	Sioux Falls	41.5	41.0	42.6	39.9	Los Angeles	31.5	38.2	38.1	34.4
Huntington	37.8	37.5	39.9	37.6	Wichita	38.3	35.8	39.1	38.8	Oakland	41.7	38.8	42.0	35.9
Louisville	35.4	37.6	35.3	33.3						Phoenix	37.0	37.1	30.3	<b>41.0</b>
Roanoke	34.7	37.0	37.6	37.0						Reno	38.7	39.8	38.5	38.6
Washington	42.0	38.8	38.5	39.3						San Diego	44.6	43.3	45.5	48.0

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.

## OVERALL IMPRESSIONS

### PERCENT WHO SAID VA TOLD THEM ABOUT OTHER BENEFITS FOR WHICH THEY MIGHT BE ELIGIBLE

	1997	1998	1999	2000		1997	1998	1999	2000		1997	1998	1999	2000
Nation	27.3	27.9	26.8	<b>27.7</b>										
SDN 1	27.5	27.8	27.3	26.9	SDN 4	27.1	29.1	24.8	<b>28.0</b>	SDN 7	26.0	25.5	26.4	26.6
Boston	29.4	32.8	31.6	26.0	Atlanta	24.9	29.0	21.4	23.3	Houston	23.9	27.2	27.0	29.4
Buffalo	24.2	29.3	28.2	30.4	Columbia	26.7	30.0	25.2	31.3	Little Rock	27.7	22.9	22.0	21.6
Hartford	26.9	23.5	26.5	28.7	Nashville	23.7	26.7	23.0	27.6	Muskogee	28.2	22.4	23.3	28.4
Manchester	31.3	36.8	29.4	30.1	Winston-Salem	31.9	29.0	28.3	29.6	New Orleans	26.9	25.0	23.2	28.8
New York	25.5	25.2	24.6	22.1						Waco	24.4	26.7	31.2	<b>23.9</b>
Providence	29.8	23.9	24.3	26.7	SDN 5	26.9	27.6	25.3	27.1					
Togus	33.7	26.4	30.9	35.1	Jackson	27.1	23.6	26.5	<b>19.3</b>	SDN 8	27.5	27.6	27.7	27.3
White River Junction	24.0	25.7	30.0	28.0	Montgomery	24.2	27.3	26.5	26.6	Albuquerque	27.3	27.2	27.3	26.9
					St. Petersburg	29.1	28.7	24.0	29.7	Anchorage	28.5	33.5	28.9	<b>22.5</b>
SDN 2	28.5	27.8	26.4	27.0	San Juan	27.5	27.4	25.1	25.6	Boise	25.9	22.9	25.2	28.8
Cleveland	32.0	26.1	26.2	28.0						Cheyenne	25.8	30.2	31.4	29.7
Detroit	23.1	21.7	24.4	27.5	SDN 6	28.5	29.0	28.3	29.7	Denver	23.9	24.7	26.8	25.1
Indianapolis	23.5	27.3	25.9	26.5	Chicago	25.0	30.6	26.2	30.9	Ft. Harrison	22.0	24.9	22.5	23.2
Newark	26.6	24.1	26.6	21.9	Des Moines	25.7	24.9	26.6	23.9	Portland	29.0	31.0	23.1	26.9
Philadelphia	29.2	33.4	26.9	27.3	Fargo	34.2	28.7	32.5	35.2	Salt Lake City	29.6	27.7	24.8	24.6
Pittsburgh	31.3	32.9	29.2	28.6	Lincoln	31.3	33.6	32.9	32.1	Seattle	31.7	26.9	29.6	29.5
Wilmington	32.0	31.2	31.6	28.4	Milwaukee	34.6	37.3	33.8	33.7					
					St. Louis	27.0	25.4	26.3	25.8	SDN 9	27.5	30.2	28.5	29.6
SDN 3	26.6	27.1	28.2	28.2	St. Paul	31.7	29.5	27.5	32.2	Honolulu	34.7	37.3	36.8	35.2
Baltimore	25.9	31.8	25.9	25.6	Sioux Falls	27.6	27.3	32.2	31.9	Los Angeles	22.1	24.6	25.8	24.2
Huntington	26.5	25.6	31.7	27.4	Wichita	27.1	22.7	24.6	22.1	Oakland	28.7	33.1	30.4	30.8
Louisville	22.6	25.4	21.3	24.6						Phoenix	22.9	25.8	23.4	<b>29.7</b>
Roanoke	26.4	28.9	31.8	32.9						Reno	27.3	27.8	27.1	29.6
Washington	29.5	22.9	29.3	24.9						San Diego	33.2	37.1	33.1	35.9

Significant differences between 1999 and 2000 performance are bolded and italicized. See page A-1 for details.